



Kenn Borek Air-Accessibility Plan Progress Report

Kenn Borek Air | A - 808 55th Ave NE, Calgary, AB T2E 6Y4, Canada | +1 403.291.3300

General: Kenn Borek Air remains unwavering in its commitment to fostering inclusivity and accessibility for all individuals, including those with disabilities. Aligned with this dedication, we have meticulously developed a comprehensive accessibility plan aimed at identifying and dismantling barriers within our operations. This report serves to provide a detailed overview of the progress made on our accessibility plan, highlighting key achievements and ongoing initiatives.

Kenn Borek Air provides a number of avenues for those wishing to provide feedback or request an alternative format of Kenn Borek Air's accessibility plan or accessibility progress report.

Feedback: Our feedback process embraces inclusivity, providing the flexibility for submissions to be shared either anonymously or with attribution. We encourage open communication, offering you the option to contribute your insights confidentially or by revealing your identity. This approach fosters a culture of constructive dialogue within our organization.

For inquiries to provide feedback on this plan, our feedback process, progress reports, materials in alternative formats, including documentation in alternative formats like large print, Braille, or audio format, and any other barrier you encounter, please contact us in one of the following ways:

Contact Person: Human Resources Manager

Mailing Address: Suite A, 808-55th Avenue NE, Calgary, AB, T2E 6Y4 Canada

Email: accessibility@borekair.com

Telephone: [1.403.291.3300](tel:1.403.291.3300)

Fax: 1.403.250.6908

Feedback Form: <https://borekair.com/feedback>

Kenn Borek Air also uses the social media platform, LinkedIn.

Employment:

Barrier Identified: Lack of awareness and guidance among recruitment representatives in effectively connecting with and recruiting individuals with disabilities. Efforts are currently underway to address this barrier and enhance disability inclusion in recruitment activities. Kenn Borek Air recognizes the importance of fostering an inclusive workplace culture and will be initiating training sessions for recruitment representatives. These sessions aim to equip representatives with the knowledge and skills necessary to effectively engage with and recruit individuals with disabilities, thereby fostering a more diverse and talented workforce.

Status: In Progress

The Built Environment:

Barriers Identified:

1. Requirement for specific provisions for safe evacuation during emergencies.
2. Requirement for clear markings for accessible parking spaces.

Status: Pending

Information and Communication Technologies (ICT):

Barrier Identified: Lack of plain language in communication materials, hindering effective comprehension for individuals with cognitive disabilities. Ongoing initiatives include website improvements and employee training sessions to foster effective communication techniques and barrier identification/removal. Kenn Borek Air recognizes the critical role of information and communication technologies in facilitating access to information and services for individuals with disabilities. By optimizing our digital platforms and promoting accessibility best practices, we aim to ensure that information is accessible to all individuals.

Status: In Progress

Communication Other Than ICT:

Barrier Identified: Lack of comprehensive training on effective communication when interacting with clients or colleagues with disabilities. Efforts are underway to organize training sessions covering effective communication techniques and barrier identification/removal. By providing comprehensive training programs, we aim to equip our employees with the skills and knowledge necessary to communicate effectively and promote inclusivity in all interactions.

Status: In Progress

Procurement of Goods, Services, and Facilities:

Barrier Identified: Complexity of accommodation processes for employees with disabilities. Initiatives will be implemented to provide guidance on accessibility considerations throughout the procurement process. Kenn Borek Air is committed to overcoming this challenge by ensuring that accessibility standards are integrated into our procurement procedures.

Status: Pending

Design and Delivery of Programs and Services

Barrier Identified: The complexity and lengthiness of the process to accommodate employees for injury, illness, medical conditions, or disabilities.

Status: Pending

Transportation:

There are no accessibility-related modifications available on the existing fleet. If feasible, suitable accommodation will be offered if an employee needs an accessibility feature to operate a fleet vehicle. We will develop and provide employee training on the proper transport of mobility aids and transfer assistance for individuals with mobility restrictions.

Provisions of CTA Accessibility-Related Regulations

Kenn Borek Air, as a transportation service provider, adheres to the relevant sections related to Aircraft and Air Carriers governing Kenn Borek Air's operations, as outlined in [Air Transportation Regulations, Part VII](#), as well as the [Personnel Training for the Assistance of Persons with Disabilities Regulations](#).

Consultations:

To ensure the comprehensiveness and effectiveness of our accessibility plan, Kenn Borek Air engaged with a third-party specialist for consultation. DisabilityABD, led by Brad Bartko, provided practical and professional advice based on his lived experience. The specialist, who advocates for hidden, visual, hearing and physical disabilities, conducted a thorough review of our strategies and practices, encompassing an assessment of our services and online presence. Valuable insights were garnered, leading to actionable recommendations to enhance accessibility across all aspects of our operations.

This consultation significantly contributed to our improvements. Prior to the next Accessibility Progress Report, Kenn Borek Air will revisit its consultation strategy and continue to work with disability advocacy groups to further remove barriers.

Status: Completed

Milestone: Successfully Achieved