

# **WATERLOO WELLINGTON FLIGHT CENTRE**

## **ACCESSIBLE CANADA ACT (ACA)**

### **General**

#### **Executive Summary**

At Waterloo Wellington Flight Centre, our commitment to accessibility is rooted in our values, which guide us in including everyone. We strive to make our facility inclusive and accessible for persons with disabilities studying, visiting, or working at WWFC.

We know creating a barrier-free environment takes time, and we are dedicated to identifying, removing, and preventing barriers. WWFC will build on our current efforts through the development of our initial Accessibility Plan, as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and building an accessibility-confident culture.

To address gaps in these areas, it is essential to recognize and understand the needs of those with disabilities. For this reason, this plan was developed in consultation with employees who identify as having a disability, and external organizations that serve people with disabilities were also consulted.

Through the plan's development, we identified barriers and took some action to improve accessibility in 6 of the seven priority areas under the Accessible Canada Act. We have also looked to leading practices from other organizations to help identify other opportunities for improvement.

To deliver on the commitments of our plan, we formed a working group including key team members and employees with disability. We recognize that the world around us is complex, and identifying and eliminating barriers that persons with disabilities face requires open and ongoing dialogue and being authentic and concrete with our commitments.

Change takes time, and this plan will guide us in improving accessibility in the ensuing years.

#### **About this plan**

This accessibility plan applies to WWFC and includes Summit Fuel Services (Summit) which WWFC provided direction to. This means that the policies, processes, and practices that WWFC uses to carry out its operations also apply to Summit.

WWFC is accessible to all employees, students, Canadians, and persons with disabilities. We value the contributions individuals with disabilities bring to our workplace and communities.

## Your Input

Our commitment to inclusion and accessibility incorporates a feedback process so that employees, students and members of the public can share their ideas and input with us. We are open to feedback to our plan about accessibility. You can give us your feedback using the following methods:

Human Resources

3-4881 Fountain St N., Breslau ON N0B 1M0

Email: [sallen@wwfc.ca](mailto:sallen@wwfc.ca)

Telephone: 519-648-2213

## Reporting on our plan

As required by the *Accessible Canada Act*, we will publish a status report every year that shows our progress against our commitments. We will review and update our accessibility plan **every three** years. We will also measure our overall progress and how the plan influences the culture and experiences of our organization.

The *Accessible Canada Act* includes seven principles<sup>1</sup>

- Everyone must be treated with dignity.
- Everyone must have the same opportunity to make for themselves the life they are able and wish to have.
- Everyone must be able to participate fully and equally in society.
- Everyone must have meaningful options and be free to make their own choices, with support if they desire.
- Laws, policies, programs, services and structures must take into account the ways that different kinds of barriers and discrimination intersect.
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
- Accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility.

## Employment

Accessibility must be ensured at every stage of employment. This means accommodation must be made available to candidates and employees upon request and accessibility should be embedded into policies, processes and practices including:

- Recruitment
- Employee onboarding
- Professional development
- Short and long-term disability

- Return-to-work process
- Business travel

### **Desired Outcomes**

- For positions with no restrictions, WWFC attracts qualified candidates with disability.
- Employees with disability report being treated with respect at the level matching all other employees.

### **Action**

- I. Reviewed job descriptions and implemented accessible return to work accommodation for employees
- II. On job posting inform applicants of accommodation at each step of the recruitment process.
- III. Employees trained on accessibility and Flight Instructor trained on how to provide accessible education to students- completed.

### **The Built Environment**

We operate three buildings, so it is important for us to make sure that these buildings are as assessable as possible for all.

### **Desired Outcome**

- Accessible parking and path of travel to and from the employee parking lot to the main building
- Accessibility criteria should be considered at the beginning of a built environment project to ensure the built environment is accessible to all from the outset.

### **Action**

- I. We consulted people with disability and will incorporate accessible parking in the staff/student parking lot.
- II. Install ramp way to the sidewalk leading to the front of the building.
- III. Evaluate emergency evacuation plans to take into account employees or visitors with disabilities who may need support in evacuating the building.
- IV. Explore installing emergency alarms that include both auditory and visual warning cues for people with sensory disabilities. Where feasible with work to install.

## **Information and Communication Technologies**

Information and communication technologies are used to deliver and access information, perform activities, and provide services. They can include, but not limited to, hardware, software, video or voice communication tools, and other digital content. WWFC also has a non-public facing website used by employees, an intranet site based on the SharePoint platform.

### **Desired outcome**

- The website would be effortless to navigate and easy to locate information for everyone.

### **Action**

- I. Address all external and internal barriers to our corporate website.
- II. Will source and deliver digital accessibility training for key information technology staff.

## **The Procurement of goods, services and facilities**

WWFC buys (procures) goods and services as part of our work. In the past, we have not always considered accessibility in our procurement. We will endeavor to learn about when we should include accessibility as a factor in our procurement processes, and how we should consider it.

### **Action**

- I. Currently there are no procurement policy, so will research best practice and where relevant create a document which will include consideration for accessibility as part of the procurement process.

## **Communication, Other Than ICT**

WWFC is committed to making our communications as accessible as possible. We communicate with our stakeholders, students and the public about things, such as career opportunities, weather notices, and information about our facility.

### **Desired outcome**

- That we will communicate best practices and encourage defaulting to electronic formats of any document and communications. We will provide information on the website for requesting alternative formats of communications.

## **Action**

The following goals were set to improve the accessibility of our communications. These are:

- Ensured all social media post adhere to accessible standards.
- Use plain language when developing communication material.
- Ensure employees who interact with students/clients in the course of carrying out their function take into account:
  - The nature of the person's disability'
  - Whether the person uses an assistive device to assist them to hear, see or communicate. Completed
- Adhere to educational standards for Accessibility

## **The design and delivery of Programs and Services**

At WWFC, we know it is important for the services we deliver to be as accessible as possible.

Desired outcome

- Develop accessibility guidelines for events, including training all volunteers on what accessibility measures are in place and how to request accommodations.

Action

- I. We set guidelines for ensure volunteers receive accessible training prior to major sponsored events.
- II. When creating new service offerings or updating guidelines or procedures with respect to what we offer, we will include accessibility as part of the procedure where relevant.
- III. Provide employees with appropriate tools and training to make accessibility a key consideration in all future programs and services.

## **Transportation**

We have not set accessibility goals for our organization that fall under the area of transport. We do not offer service related to transporting people. We therefore have no updates about progress on transportation goals.

Source:

Employment and Social Development Canada, "[Summary of the Accessible Canada Act.](#)" [