

WATERLOO WELLINGTON FLIGHT CENTRE

MULTI-YEAR ACCESSIBILITY PLAN (2026-2030)

Introduction

Waterloo Wellington Flight Centre (WWFC) is committed to providing an inclusive, barrier-free environment where all individuals are treated with dignity, independence, integration, and equal opportunity. This Multi-Year Accessibility Plan outlines our strategy to identify, prevent, and remove barriers for persons with disabilities and to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). This plan supports WWFC's ongoing commitment to accessibility, inclusion, and continuous improvement.

This plan will be reviewed and updated at least once every five years and will be available in accessible formats upon request.

Statement of Commitment

WWFC is committed to meeting the accessibility needs of people with disabilities in a timely manner and in compliance with AODA and the Ontario Human Rights Code. We will continue to identify, remove, and prevent barriers to accessibility in our employment practices, learning environment, customer service, communication methods, facilities, and programs.

Accessibility Achievements (2021-2025)

- Maintained Accessible Customer Service policies and staff training.
- Implemented accessibility considerations within recruitment and accommodation processes.
- Improved website accessibility and digital communications.
- Maintained accommodation and return-to-work processes that support employees experiencing injury, illness, or disability.
- Maintained accessible washroom facilities, parking areas, and building access features.
- Established accommodation practices for students and employees requiring support.
- Maintained emergency notification systems, including visual and audible alarm components, to support building safety and accessibility requirements.
- Expanded Hangar 7 in compliance with applicable accessibility requirements and building standards.
- Filed required accessibility compliance reports in accordance with AODA requirements.

Objectives and Ongoing Commitments (2026-2030)

Accessible Customer Service

- Review and maintain accessible customer service policies and procedures.
- Provide accessibility training to all new employees and volunteers.
- Deliver refresher training as required.
- Maintain accessible feedback processes for customers and stakeholders.
- Ensure accessibility considerations are incorporated into special events and volunteer activities.

Accessible Education and Training

- Provide educational information and student records in accessible formats upon request.
- Identify accommodation needs during student intake and enrollment processes.
- Develop and implement accommodation plans where appropriate.
- Ensure training materials and course information can be provided in alternative formats when required.
- Support instructors in accommodating diverse learning needs.

Training

- Provide accessibility training to employees, instructors, volunteers, and contractors as required under AODA.
- Ensure training reflects current legislative requirements and organizational policies.
- Maintain records of training completion.
- Promote awareness of accessible teaching methods and inclusive service delivery practices.

Information and Communications

- Provide accessible formats and communication supports upon request.
- Consult with individuals requesting accommodations to determine suitable formats.
- Maintain website accessibility and work toward compliance with applicable Web Content Accessibility Guidelines (WCAG) requirements.
- Publish accessibility policies and plans on the company website.
- Review online content regularly to support accessibility objectives.

Emergency Information

- Provide emergency and public safety information in accessible formats upon request.

- Provide individualized workplace emergency response information to employees with disabilities when the organization becomes aware that accommodation is required during an emergency.
- Review emergency procedures regularly to ensure accessibility needs are addressed.
- Train staff and volunteers on emergency response procedures and accessibility considerations.

Design of Public Spaces

- Maintain accessible entrances and pathways.
- Maintain accessible parking and washroom facilities.
- Address service disruptions affecting accessibility features and communicate alternative solutions.
- Incorporate accessibility considerations into future facility projects.

Employment

WWFC is committed to fair and accessible employment practices.

Recruitment

- Notify applicants that accommodation is available throughout the recruitment process.
- Provide accommodation during assessments and interviews upon request.
- Inform successful candidates of available workplace accommodation policies.
- Review recruitment processes regularly to ensure accessibility is maintained.

Employee Supports

- Inform employees of policies that support individuals with disabilities.
- Provide updated information whenever accommodation policies change.
- Maintain documented accommodation and return-to-work processes.
- Consider accessibility needs and individual accommodation plans in performance management, career development, and workplace transitions.

Workplace Information

- Job-related information.
- Health and safety procedures.
- Human resources policies and communications.
- Employee notices and workplace updates.

Accessibility Compliance

Waterloo Wellington Flight Centre has filed accessibility compliance reports as required under the Accessibility for Ontarians with Disabilities Act (AODA) and will continue to meet all applicable reporting obligations.

Monitoring and Review

WWFC will monitor progress toward accessibility objectives, review accessibility policies on a regular basis, and update this Multi-Year Accessibility Plan as required. Accessibility feedback from employees, students, customers, and members of the public will be considered as part of continuous improvement efforts.

WWFC will review this plan at least once every five years and sooner if required due to legislative or organizational changes.

Consultation and Feedback

WWFC welcomes feedback regarding accessibility and is committed to responding to accessibility-related concerns in a timely manner. Feedback may be provided in person, by telephone, email, or through other accessible communication methods. Feedback received will be reviewed as part of the organization's ongoing commitment to accessibility.

For Further Information

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Accessible formats of this document are available free of charge upon request.