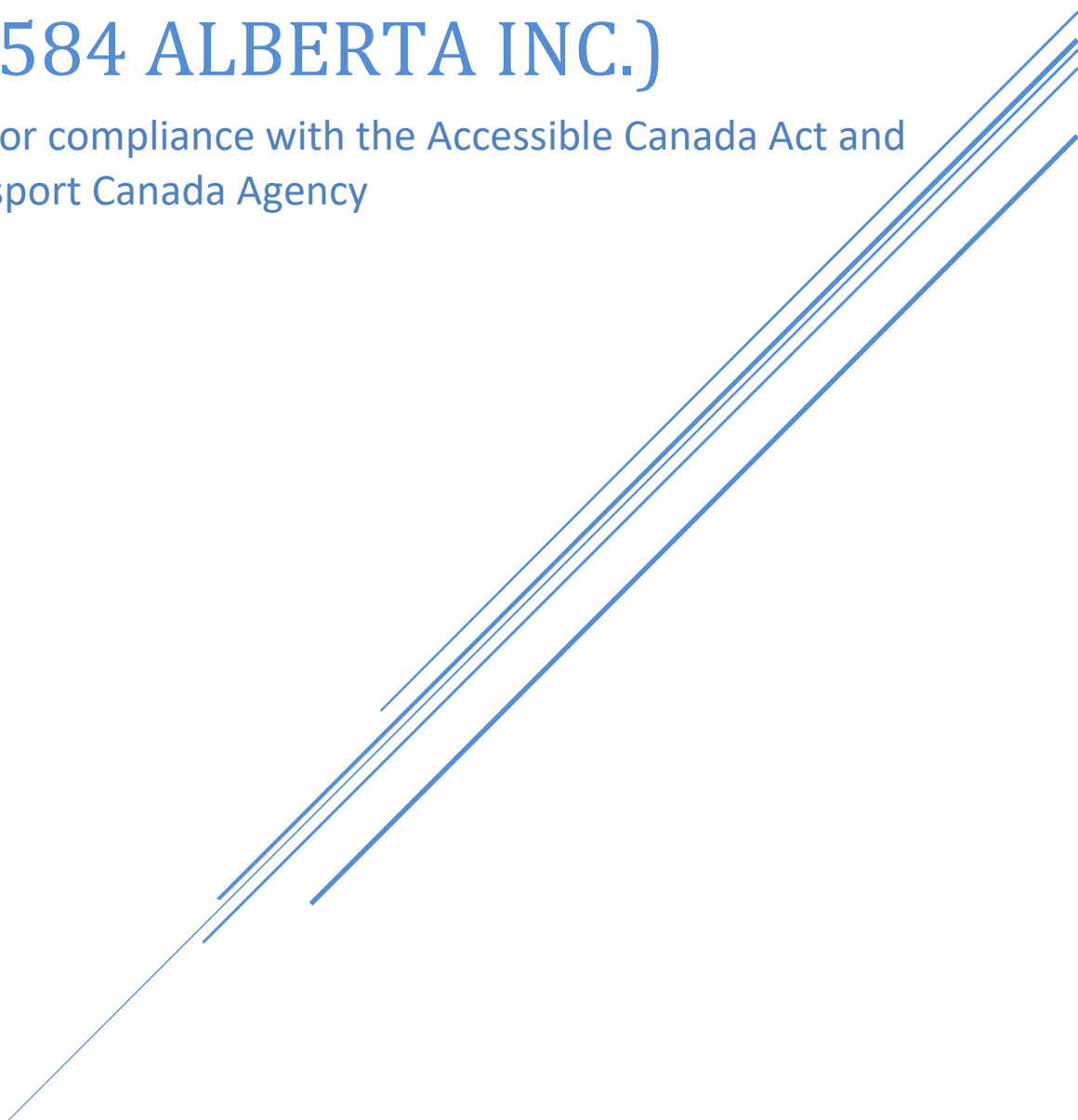


INITIAL ACCESSIBILITY PLAN AND PROGRESS REPORT FOR LATITUDE AIR AMBULANCE (650584 ALBERTA INC.)

Written for compliance with the Accessible Canada Act and
the Transport Canada Agency



June 1, 2024

Prepared by Charlotte Jurjens, Director of People & Culture



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Accessible Canada Act: Initial Accessibility Plan and Progress Report for Latitude Air Ambulance (650584 Alberta Inc.)

June 1, 2024

Section 1: General

Executive Summary

This report presents the initial accessibility plan and progress report for Latitude Air Ambulance (650584 Alberta Inc.), in compliance with the Accessible Canada Act and Transport Canada Agency guidelines. Latitude Air Ambulance is dedicated to creating an inclusive and accessible environment for all individuals, including those with disabilities. Our commitment is reflected in our comprehensive approach to removing barriers, promoting inclusivity, and ensuring equal opportunities for employees, clients, and stakeholders.

An Accessibility Committee, comprising leaders from various departments, oversees the implementation and monitoring of our accessibility initiatives. We have designated a specific recipient for feedback on accessibility issues, ensuring prompt and effective responses to any concerns raised by stakeholders. Our communication strategy emphasizes transparency and accessibility, using multiple formats to engage with the public.

The plan includes initiatives aimed at eliminating physical barriers in our built environment, enhancing employment practices to support inclusivity, and adopting procurement practices that prioritize accessible products and services. We have developed comprehensive training programs to raise awareness among staff about accessibility issues and best practices. Our customer service and transportation practices are designed to meet the needs of individuals with disabilities, ensuring a seamless and dignified service experience.

Latitude Air Ambulance is committed to continuous improvement in physical, digital, and communication accessibility. Current assessments highlight our strengths and areas for development, guiding our future efforts. We have set ambitious goals and milestones, with detailed implementation plans and timelines to track our progress. Expected results include enhanced accessibility across all service areas, improved stakeholder satisfaction, and increased organizational efficiency.

The accessibility plan was developed through extensive consultations with persons with disabilities, ensuring their perspectives and experiences inform our policies and practices. Details of these consultations, including participant demographics, consultation methods, and feedback, are thoroughly documented. The results have been instrumental in shaping our approach to accessibility. This report outlines our ongoing efforts and future plans to enhance accessibility, reflecting our commitment to continuous improvement and excellence in service delivery.



Description of the Organization

Latitude Air Ambulance takes pride in offering best in class service in the areas of International & Interprovincial Medical Evacuations/Repatriations, COVID 19 Transfers, Critical and Noncritical Repatriations, Neonatal and Pediatric Transfers, Bariatric up to 700lbs, Dual Patient, Case Management and Bed Finding Services, Organ Transfers. Team Latitude endeavours in all areas to provide the highest level of Safety Standards and Risk Assessment within Medical, Flight, and Maintenance Operations. We are proud of our unblemished record with our governing body, Transport Canada. Latitude is also accredited through the European Aero-Medical Institute (EURAMI) and ARGUS. Latitude's team of medical professionals includes fully licensed physicians, paramedics, registered nurses, and respiratory therapists.

Accessibility Committee Members

- Peter Byl, President
pbyl@latitude2009.com
- Jamie Saunders, General Manager
jsaunders@latitude2009.com
- Charlotte Jurjens, Director of People & Culture
hr@latitude2009.com
- Diana Iaquinto, Director of Medical Operations & Provider Relations
diaquinto@latitude2009.com
- Clarence Togerez, Director of Flight Operations
ctogerez@latitude2009.com

Designated Recipient for Feedback on Accessibility

Charlotte Jurjens, HBA, CHRP, CHRL Candidate
Director of People & Culture, Latitude Air Ambulance (650584 Alberta Inc.)

Communication with the Public

The public can communicate with the organization to:

- request a copy of our accessibility policy, plan, or progress report,
- provide feedback,
- or request additional information or accommodation,

by contacting the organization through the following methods of communication

- Via e-mail accessibility@latitude2009.com
- Via Phone or text to Human Resources at 519-755-7756
- Via Phone using TTY/Video Relay Services at (289) 426-1133, ask to speak to Human Resources
- In person or via mail at 9300 Airport Rd., Mount Hope ON, L0R1W0



Accessibility Statement

Latitude Air Ambulance is committed to excellence in serving all clients, including people with disabilities, and will carry out its functions and responsibilities in an appropriate manner to accommodate such individuals. Latitude Air Ambulance is also dedicated to giving people with disabilities the same opportunity to access our goods and services, and allowing them to benefit from the same services, in the same place, and in a similar way as other clients.

Latitude Air Ambulance is committed to treating all people in a way that allows them to maintain their dignity and independence as well as freedom of choice. We believe in integration, compassion, and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements in accordance with the Accessible Canada Act and Transport Canada Agency accessibility requirements. Where the complete removal of barriers is unattainable, Latitude Air Ambulance will attempt to accommodate persons with a disability in an appropriate and effective manner, in consultation with the individual.

Our accessibility statement reaffirms our dedication to creating an inclusive environment, underpinned by principles of operation that emphasize respect, dignity, and independence for all individuals and emphasizes the “Nothing without Us” philosophy, where persons with disabilities will be involved in the development and implementation of the Accessibility Strategy. By adhering to the guidelines of the Accessible Canada Act and Transport Canada Agency and integrating feedback from our stakeholders, Latitude Air Ambulance strives to lead in accessibility within the aero-medical transport.



Section 2: Summary of Accessibility Plan, Policies, Programs and Practices

To ensure compliance with the Accessible Canada Act and the Canada Transportation Agency Accessibility regulations, Latitude is taking proactive steps to identify, remove, and prevent barriers to accessibility. Here are some actions that our organization is in the process of working through:

Engagement with Stakeholders: Engaging with persons with disabilities, disability advocacy groups, and relevant stakeholders to understand disability related needs, challenges, and priorities. This involves hosting consultations, focus groups, and surveys to gather feedback and insights. This engagement is detailed in Section 3 of this report titled “Consultations”.

Built Environment Physical Barrier Removal Initiatives: Develop and implement initiatives to remove identified barriers in our current physical workspace and the building of our future new facility (offices and hangar). This includes considerations in the design and building of our new facilities to improve physical accessibility, redesigning digital interfaces to enhance usability for individuals with disabilities, incorporation of accessibility related building codes, and revising policies to ensure inclusivity.

Employment Practices: Latitude Air Ambulance is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind-based race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered. or any other protected characteristic as outlined by the Canada Human Rights Act.

This philosophy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Latitude Air Ambulance makes employment decisions based solely on qualifications, merit, and business needs at the time. Latitude Air Ambulance welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process providing the applicant has met the Bona-fide requirements for the position. Applicants need to make their requirements known when contacted. Accommodations for employees are available upon request.

Procurement Practices: We are in the process of developing formalized Accessible Procurement Practices by integrating accessibility criteria into procurement processes to ensure that goods, services, and technology purchased by the organization meet accessibility standards and contribute to a barrier-free environment.



Training and Awareness Programs: Due to the nature of the Aeromedical services provided by Latitude, we have been providing all new employees with mandatory training Accessibility & Disability Accommodations since spring of 2019. This training provides comprehensive education on disability awareness, accessibility standards, inclusive customer service and communication practices.

This was provided to employees as soon as possible to all employees due to the nature of our business as we regularly service persons with disabilities during aeromedical repatriation. Leadership felt that this training would help our team members better understand the needs of persons with disabilities, both in a service context but also to create awareness of disability accommodations available in the workplace, on how to effectively accommodate and communicate with these individuals during the provision of services thereby enhancing our service offering and therefore made training a priority. All staff are trained in respect of the following principles and concepts:

- All persons must be treated with dignity regardless of their disabilities.
- All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or how their disabilities interact with their personal and social characteristics.
- All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- Different types of barriers that may hinder equal access to services.
- Various types of assistance that may be needed by persons with disabilities and the duties of transportation service providers in relation to those needs, including:
 - the type of assistance that they must provide to persons with disabilities, and
 - the assistive devices that are commonly used by persons with disabilities and the methods of communication that may be used by, or may facilitate communication with, persons with disabilities, such as sign language, augmentative or alternative communication systems, and clear, concise, and plain language.
- Role of a Support Person
- Role and needs of a Service Dog



This training teaches all team members who interact with clients or the public to consider the following when communicating with a person with a disability:

- The nature of the person's disability, particularly if the person has a vision, hearing, or communication disability.
- Whether the person uses a device to help them hear, see, or communicate.
- Whether a person uses a particular method of communication, such as sign language.
- Whether there are ways to support communication with the person, such as gestures or plain language.
- Whether accepting a verbal declaration as opposed to a signature on forms is appropriate.

Training was introduced to increase awareness of accessibility issues, educate team members on best practices for serving persons with disabilities to provide exceptional levels of customer service, to understand diversity in the workplace and to ensure compliance with federal accessibility standards.

Our current training module will be updated to reflect the Accessible Canada Act and related Canada Transportation Agency regulations more specifically and will continue to be delivered through our organizations learning management software with accessible digital features built into the program or can be delivered in class if an accommodation is required.

Customer Service Practices: We will continue to promote inclusive customer service practices, by providing training to all staff on effective communication and interactions with persons with disabilities, offering alternative formats for information, and ensuring prompt resolution of accessibility-related concerns. Latitude continually works towards enhancing existing services to better meet the needs of persons with disabilities, such as introducing assistive technology options, providing accessibility assistance throughout transport.

Transportation Practices: As an Aeromedical Provider, ensuring accessibility and accommodation for individuals with disabilities within the transportation context is a fundamental aspect of our commitment to inclusivity and quality care. In line with this commitment, we have implemented a comprehensive approach to service delivery to address disability accommodation within in our transportation services, which encompasses the following key areas: compliance with regulations, training and awareness, communication, and information accessibility as well as aircraft/facility & equipment accessibility.



Accessible Communication

Information & Communication Technologies (ICT): Our website requires updating to be compliant with legislation. We are contracting a web design firm to fully update the website; all of our digital content will meet WCAG 2.0 Level AA (Web Content Accessibility Guidelines) standards. Accessibility statements are already contained within every job opening posted online.

Traditional Communications (Other than ICT): We are working to ensure that all communication materials, including digital platforms, documents, and signage, are accessible to individuals with various types of disabilities. This will involve offering upon request, alternative formats such as braille, large print, or audio descriptions, as well as ensuring our online presence is accessible. Latitude recognizes that American Sign Language, Quebec Sign Language, and Indigenous sign languages are recognized as the primary languages for communication by deaf persons in Canada. Latitude subscribes to video and translation services through Canada Video Relay Service.

Design and Delivery of Accessibility Programs, Policies and Procedures: We have developed and implemented a clear accessibility policy and feedback procedure that aligns with the requirements of the Accessible Canada Act and related regulations. These policies and procedures outline the organization's commitment to accessibility and provide guidance on how barriers will be identified, addressed, and prevented.

We have conducted an update of our current Accessibility Policy which included a comprehensive review of our previous implemented accessibility policy to ensure alignment with the new requirements of the Accessible Canada Act and related regulations. We have revised and updated the policy to strengthen our commitment to accessibility, clarify responsibilities for accessibility implementation, and incorporate feedback from stakeholders and accessibility experts as required. *See Appendix A for Latitude's Accessibility Policy and Feedback Procedures.*

We have also consulted with our Workplace Health & Safety Committee to develop an accessible emergency evacuation to ensure the safe evacuation of individuals with disabilities in the event of an emergency.

Accessibility Information Provision: Improve the availability and accessibility of information about services for persons with disabilities, including clear descriptions of accessibility features, instructions for requesting accommodations, and contact information for accessibility inquiries.



Accessibility Audits and Assessments: the Accessibility Committee will conduct regular accessibility audits and assessments of our facilities, services, and policies to identify barriers faced by persons with disabilities. These audits encompass physical infrastructure, digital platforms, communication materials, and customer service practices.

Monitoring, Auditing and Reporting Mechanisms: We are establishing formal self-auditing and internal reporting procedures for monitoring compliance with accessibility standards and reporting progress on barrier removal efforts. This will include regular assessments on an annual basis, progress reports as legislated, and feedback mechanisms to track improvements and identify areas for further action.

Metrics and Measurement: Latitude will measure progress towards its accessibility goals, such as tracking the number of accessibility improvements implemented, monitoring user feedback on accessibility features, and conducting regular accessibility audits. We expect that by establishing clear metrics, this will enable the organization to assess its progress and adjust its strategies as needed over time.

Continuous Improvement: Committed to ongoing efforts to improve accessibility and inclusivity within the organization. This will involve regularly reviewing and updating policies, practices, and infrastructure to reflect evolving best practices and feedback from stakeholders. The Accessibility Plan will be updated every three (3) years based on the results of annual audits and reporting.

Descriptions of Current Levels of Accessibility

Physical Accessibility: In the building of our new facility, accessibility features of the facilities will include such items as ramps, automatic door openers, wider door openings, an elevator, marked accessible parking spaces, accessible entrances and paths of travel, tactile signage, visual alarms, accessible seating in public areas and accessible washroom facilities. As our new facility is currently under construction, it will be fully compliant with all accessibility requirements under the Ontario Building Code. In our current rented office space, we do have second floor offices without elevator accessibility. However, persons with physical disabilities (employees or visitors) can be accommodated in office spaces on the main floor which are fully accessible. Our current rented space has accessible washrooms, doors, parking, and ramps.

Digital Accessibility: We are currently working to contract a website design/IT firm to assess and update the accessibility of our organization's digital platforms, including websites, mobile applications, and online documents. Our current digital accessibility challenges that need to be addressed, include a full update the organization's website to meet the most recent version that is available of the Web Content Accessibility Guidelines, published by the World Wide Web Consortium (WCAG 2.0 Level AA).



The organization has noted challenges in completing this update prior to the date and publication of this report which are noted in the Accessibility Goals, Milestones, Implementation Plans & Timeline section of this report. An accessibility statement and links to full accessibility plan, policy and feedback form will be added to the website in the immediate future while we work towards full digital compliance in the short term.

Any requests for technological accommodation that facilitate accessibility, such as screen reader compatibility, keyboard navigation options, and alternative text for images will be provided upon request to employees requiring accommodation for internal documents.

Communication Accessibility: We are evaluating the accessibility of our organization's communication materials, including written documents, signage, and multimedia content. We are exploring efforts to be able to provide accessible formats, such as braille, large print, or audio descriptions upon request.

Transportation Accessibility: Accessibility features of our transportation services, include such items as accessible seating, stretchers, boarding assistance including a bariatric lift for clients up to 700lbs, and communication access or translation services for clients with disabilities. Support Persons and Service Animals are always accommodated in the provision of services should the client require these types of accommodations.

Additional Canada Transport Agency Considerations for Accessibility

Seating and the One Person, One Fare Requirement for Domestic Travel

Support Persons: Latitude regularly provides additional seating for support persons who are needed to provide certain assistance to clients with a disability during medical repatriation. Our flights are staffed with registered Physicians, Nurses and Respiratory Therapists who are all trained on accommodation, communication, and customer service for persons with disabilities. If the nature of the passenger's disability is such that the limitation to a single seat would be a barrier to travel; for example, if the person has a fused leg or a leg brace or is functionally disabled by obesity, we do provide specialized bariatric transfer equipment and stretchers on board each of our fully ICU equipped aircraft.

Service Animals: Service dogs that requires additional floor space in order to be located beside the passenger with the disability that they are trained to assist will continue to be accommodated on all medical repatriation flights.



Communicating with Persons with Disabilities

Telephone and Video Relay Services: Latitude utilizes relay services will allow a client or member of the public who has a hearing or communication disability to have a phone conversation using a third-party operator via a teletypewriter (TTY) or other device to type their conversation and transmit it live over a telephone line to an operator, who reads it to our staff member. The operator then types the reply back to the client. Video relay service is similar, except the operator uses sign language to facilitate the client’s conversation. Latitude is registered for both of these services through the Canada Video Relay Service website.

Advance Notice/Supporting Documentation Requesting Services for Persons with Disabilities

Latitude operationally services clients with disabilities and acute medical issues requiring intensive care transport with onboard medical professionals and thus by the nature of its operations includes these services:

- Assistance with boarding via stretcher or assistance with seating as required.
- Helping a client with a disability move through security, border clearance or to the boarding area.
- Providing an on-board wheelchair or help transferring between different mobility aids
- Transporting a mobility aid
- Establishing a “buffer zone” for a person with a severe allergy
- Accepting a service dog
- Providing an additional seat for a support person, service dog or other reason under the one-person-one-fare rule for travel within Canada.
- Assistance while on board including:
 - Helping with carry-on baggage, personal entertainment systems, and served meals/snacks.
 - Describing to persons with a visual impairment the layout of the aircraft and if supplied, the food and drink offered.
 - Providing individual safety briefings and demonstrations.
 - Helping the passenger to transfer to, and from, the washroom if required.
 - Constantly checking in to attend to the clients medical and disability related needs throughout transport.

Depending on the type of service a client with a disability is requesting, Latitude may need time to arrange for special equipment, however, notice of these types of requests for accommodation or enhanced service are typically noted at the time of medical intake prior to the flight being dispatched and the medical team being transferred care of the client at the receiving facility.



Assistance for Locating Passenger Seats and Tactile Row Markers

Our fleet consist of small jets, retrofitted to be fully ICU equipped and often have limited seating of four to eight passengers at a time including the client and medical personnel. The configuration of seating and stretcher(s) does not require tactile row markers. We do not have overhead bins on our aircraft. Latitude always assists a person with a disability or acute medical condition with locating their seat if not being transported via stretcher.

Curbside Assistance

Latitude offers bedside to bedside aeromedical repatriation services as in integral part of our service offering which includes picking up and dropping off at both the sending and receiving medical facilities; repatriation includes full assistance and support through both air and ground portions of a medical transfer.

On-board Entertainment

Latitude by the nature of our operations does not offer inflight entertainment, however, should a client require assistance with their own personal entertainment device we are always happy to assist. Our aircraft do not have Wi-Fi capabilities.

Mobility Aids and other Assistive Devices

Latitude endeavours to at all times allow clients to keep their mobility aids as long as possible, assist passengers who are not independently mobile, transport mobility aids as priority baggage, store mobility aids on board the aircraft, and take measures when a mobility aid is damaged, destroyed or lost during transport,

Accessibility Goals, Milestones, Implementation Plans & Timeline

Completed Initiatives: Includes all accessibility initiatives that have been completed since 2019 to the time of this progress report.

- **Employment Practices Goal:** Implement Accessible Employment Practices
 - Milestone 1:
 - Add Accessibility Statements to all Job Postings & Employment Agreements
 - Timeline: Completed in 2020; initiative is ongoing.



- Milestone 2:
 - Track & monitor composition of workforce diversity to actively increase representation of employees who identify as having a disability.
 - Timeline: Ongoing - began tracking, monitoring, and increasing representation of workforce diversity in application to the Employment Equity Act since 2019.
- Milestone 3:
 - Continue to support and accommodate employees who disclose the need for disability accommodation.
 - Timeline: Ongoing individual accommodation plans for employees have been documented with Latitude since 2019.
- **Training and Awareness Programs/Customer Service Practices Goal(s):** Provide Training & Awareness of Disability related needs, accommodations, customer service practices & communication strategies to all staff.
 - Milestone 1
 - All current employees trained.
 - Timeline: Completed 2020
 - Milestone 2
 - All New Employees trained at time of onboarding.
 - Timeline: Ongoing since 2019
- **Transportation Practices Goal: Fully Accessible Fleet**
 - Milestone: New aircraft acquired to accommodate bariatric medical transfers.
 - Timeline: Two Aircraft with custom retrofitted bariatric lifts were added to our fleet in 2020 & 2021
- **Accessible Communication - Traditional Communications (Other than ICT)/ Accessibility Information Provision Goal: Fully Accessible offerings for non-ICT requests for information**
 - Milestone 1
 - Set up Telephone and Video Relay Services
 - Timeline: Latitude subscribes to video and translation services through Canada Video Relay Service as of spring 2024
- **Design and Delivery of Accessibility Programs, Policies and Procedures Goal: Implement an Accessibility Policy and Feedback Procedure**
 - Milestone: Develop and finalize a clear accessibility policy and feedback procedure
 - Timeline: Latitude introduced its first Accessibility Policy in 2019; updated and revised based on Consultations in 2024
- **Stakeholder Engagement Goal: Complete a variety of Disability Consultations**
 - Milestone 1: Completed first round of consultations.
 - Timeline: Completed May 2024



Short-Term Goals: Achievable goals for improving accessibility in the near term, typically within the next one to six months.

- **Accessible Communication - Information & Communication Technologies (ICT) Goal :** Fully Accessible Web site, Online Documents & Digital Platforms
 - Milestone: Meet WCAG 2.0 Level AA (Web Content Accessibility Guidelines) standards
 - Timeline: Working towards contracting a web design firm since January 2024 to complete the required updates. The anticipated timeline for implementation will be 16 -18 weeks once a vendor is sourced (based on quotes received to date).
 - *Current challenge to compliance:* Our current webpage was created prior to 2019 by a former employee and as of January 2024 no one on the current leadership team or our current IT specialist had administrative access to make the required updates on the backend or give a developer access. It took the organization several months to track down the former employee and gain the information required to get this administrative access.
- **Accessible Communication - Traditional Communications (Other than ICT)/ Accessibility Information Provision Goal:** Fully Accessible offerings for non-ICT requests for information.
 - Milestone 2: Offering upon request, alternative formats such as braille, large print, or audio descriptions.
 - Timeline: Develop a list of contractors or vendors who can assist with converting media and documents upon request by the end of 2024

Medium-Term Goals: Broader goals for improving accessibility over the six months to two years.

- **Built Environment Goal:** Fully Accessible Offices and Hangar as per current Building Codes
 - Milestone: New build completion and move into our new facilities.
 - Timelines:
 - Hangar – anticipated to be completed late fall 2024.
 - Offices – anticipated to be completed winter 2025.
- **Stakeholder Engagement Goal:** Complete a variety of Disability Consultations
 - Milestone 2: Complete second round of consultations and incorporate feedback received over the last year.
 - Timeline: To be completed by May 2025
 - Milestone 2: Complete second round of consultations and incorporate feedback received over the last year.
 - Timeline: to be completed by May 2026
- **Procurement Practices Goal:** Define Accessible Procurement Practices and create policy.
 - Milestone: Policy created and implemented
 - Timeline: To be completed by June 2026



Long-Term Goals: Latitude's long-term vision for accessibility, outlining ambitious goals that may take more than two years to achieve.

- **Accessibility Audits and Assessments Goal:** The Accessibility Committee will conduct regular accessibility audits and assessments of our facilities, services, and policies, as well as incorporate feedback received, to identify barriers faced by persons with disabilities.
 - Milestone: Create/Source an Accessibility Audit Tool or Checklist
 - Timeline: By the end of 2026
- **Monitoring, Auditing and Reporting Mechanisms Goal:** Establish formal self auditing and internal reporting procedures for monitoring compliance with accessibility standards and reporting progress on barrier removal efforts.
 - Milestone 1: Legislative Progress reports for CHRC/TCA completed and posted.
 - Timeline: Next Report Due June 2025
 - Timeline: Next Report Due June 2026
 - Milestone 2: Implement use of Accessibility Audit Tool or Checklist by the Accessibility Committee on an annual basis.
 - Timeline: June 2027
 - Milestone 3: Review, Revise and Update the Accessibility Policy and/ Feedback Procedure every 3 years based on feedback, audits, and consultations.
 - Timeline: Next update due June 2027
 - Milestone 4: Compile enough accessibility data to create baseline metrics and KPI's.
 - Timeline: By the end of 2026.
- **Continuous Improvement Goal:**
 - Milestone: Ongoing demonstrated and documented efforts to improve accessibility and inclusivity within the organization and comply with changing legislations and regulations regarding accessibility.
 - Timeline: Ongoing

Expected Results

Improved Accessibility and Integration: Anticipate measurable improvements in accessibility across various aspects of the organization, including physical infrastructure, digital platforms, customer service interactions, and transportation services.

Enhanced Compliance and Ethical Leadership: Expect increased compliance with the Accessible Canada Act and Canada Transportation Agency Accessibility rules, as evidenced by progress towards meeting accessibility standards and addressing identified barriers.

- *Regulatory Adherence:* Ensuring compliance with accessibility regulations and standards reduces the risk of legal challenges and demonstrates the organization's dedication to ethical practices.
- *Ethical Leadership:* Commitment to accessibility reflects strong ethical leadership and a dedication to doing what is right for all stakeholders.



Enhanced Customer Satisfaction: Aim for increased satisfaction among persons with disabilities and other stakeholders, resulting from improved accessibility, greater inclusivity, and more responsive services.

- *Customer Trust:* Demonstrating a commitment to accessibility can build trust and loyalty among customers with disabilities, as they see the organization as responsive to their needs.
- *Expanded Market Reach:* By making products and services more accessible, the organization can reach a broader customer base, including the significant market segment of individuals with disabilities and their families.

Positive Public Perception: Anticipate a positive impact on the organization's reputation and public perception because of its commitment to accessibility and efforts to create a more inclusive environment.

- *Corporate Social Responsibility:* Commitment to accessibility can enhance the organization's reputation as a socially responsible entity that values diversity and inclusion.
- *Public Perception:* A positive public perception as an accessible and inclusive organization can attract talent, customers, and partners who prioritize these values.

Enhanced Inclusivity:

- *Diverse Workforce:* Improved accessibility facilitates the recruitment and retention of employees with disabilities, leading to a more diverse workforce that reflects a broader range of perspectives and experiences.
- *Inclusive Environment:* An accessible workplace signals to all employees that the organization values inclusivity and is committed to accommodating everyone's needs. This can foster a sense of belonging and respect among all employees.

Increased Employee Engagement and Morale:

- *Empowerment:* When employees with disabilities have the tools and accommodations they need to succeed, they are more likely to feel empowered and engaged in their work.
- *Job Satisfaction:* Accessibility improvements often lead to higher job satisfaction as employees feel their needs are being recognized and met, reducing frustration and barriers to productivity.



Enhanced Collaboration and Innovation:

- *Collaborative Culture:* An inclusive environment encourages collaboration among employees with diverse abilities and perspectives, fostering a culture of teamwork and mutual support.
- *Innovation:* Diverse teams are often more innovative. Employees with different backgrounds and experiences can offer unique insights and creative solutions, driving innovation and problem-solving within the organization.

Better Workplace Health and Safety:

- *Safe Environment:* Improvements in accessibility often lead to enhancements in overall workplace psychological and physical safety, benefiting all employees, not just those with disabilities.
- *Emergency Preparedness:* An accessible workplace is better equipped to handle emergencies, ensuring that all employees can evacuate safely and efficiently.

Increased Productivity: By improving accessibility, an organization can create a more inclusive, innovative, and productive culture that values diversity, enhances employee satisfaction, and strengthens customer relationships, leading to sustained organizational success.

- *Barrier Removal:* By removing physical, digital, and procedural barriers, all employees can work more effectively and efficiently, leading to increased overall productivity.
- *Focus on Abilities:* Focusing on employees' abilities rather than their disabilities allows for better utilization of their skills and talents.



Section 3: Consultations

Explanation of Consultation Process

The organization engaged in a comprehensive consultation process to ensure that the accessibility plan reflects the needs and priorities of persons with disabilities. This process involved soliciting feedback from individuals with diverse disabilities and incorporating their insights into the development of the plan, feedback procedures and revision of our policy.

Details of Whom Was Consulted

Number of Participants: The organization consulted with a total of nine people with disabilities and six organizations or registered professionals/service providers that serve persons with disabilities.

Summary of Participants:

Type of Participant	Total Participants	Title of Contact (Names omitted to protect confidentiality)
Employees with Disabilities	5	Employee A – Administrative Role Employee B – Administrative Role Employee C – Administrative Role Employee D – Maintenance Role Employee E – Leadership Role
Community Members with Disabilities	4	Participant A – Female, 56 yrs. Participant B – Female, 14 yrs. Participant C – Female, 47 yrs. Participant D – Male, 62 yrs. Referred Participants (Friends & Family of Employees)
Individuals that Serve Persons with Disabilities	4	Provider 1 – Occupational Therapist Provider 2 – Physiotherapist Provider 3 – Speech & Language Pathologist Provider 4 – Qualifying Psychotherapist
Organizations that Serve Persons with Disabilities	2	1) Canadian Mental Health Association Hamilton, ON Branch Contact: Program Coordinator 2) Sensity: Deaf Blind Sensory Support Network of Canada Paris, ON Branch Contact: Intervenor



Range of Disabilities Represented: Participants included individuals with a wide range of disabilities, including but not limited to mobility impairments, visual impairments, hearing impairments, cognitive or learning disabilities, and mental health conditions.

Class of Disability	Number of Participants Represented
Behavioural/Psychosocial/Mental Health Disability	3
Intellectual Disability	0
Communication Disability	0
Physical Disability	1
Hearing Disability	1
Neurological Disability/ Acquired Brain Injury	2
Neurodevelopmental Disorder	1
Vision Impairment	0
Deaf Blind	0
Learning Disability	1
Speech/Language Disability	0
Hidden Physical/Transient Disabilities	3

*Note – due to co-morbidities there were participants who fell into multiple disability categories.

Details of What Was Consulted: Participants were asked about their experiences and challenges related to accessibility with relation to receiving goods and services in general, as well as within the areas of employment and transportation. Specific questions included inquiries about barriers encountered in physical facilities, digital platforms, communication materials, and transportation services.

Accessibility and Inclusion Survey Questions for Persons with Disabilities

Employment

1. Employment Opportunities:

- Have you experienced any barriers when applying for jobs? Please describe.
- How accessible do you find the typical recruitment process (job postings, applications, interviews)?
- Do you feel that the average workplace environment would accommodate your disability effectively? Why or why not?
- Have you received reasonable accommodations to perform your job effectively in the past? If not, please explain.
- How supportive do you find your colleagues and supervisors in accommodating your needs?



2. Career Development:

- Do you have access to training and professional development opportunities? Are they accessible to you?
- Have you faced any challenges in advancing your career due to accessibility issues? Please provide details.

Access to Goods and Services

3. Service Accessibility:

- How would you rate the accessibility of goods and services you like to acquire or would like to acquire?
- Have you encountered any barriers when trying to access goods and services? If yes, please specify.
- Are customer service representatives knowledgeable and responsive to your accessibility needs in general?

4. Communication:

- Is information about services provided in accessible formats that meet your needs (e.g., braille, large print, audio) typically accessible?
- How would you rate the effectiveness of our communication methods in surveying your accessibility requirements?

Access to Transportation

5. Transportation Services:

- How would you rate the accessibility of transportation services in general?
- Have you faced any barriers while using local transportation services? If so, what were they?
- Are the staff involved in transportation services trained and equipped to assist you effectively in general?

6. Travel Experience:

- Do you feel safe and comfortable when using transportation services?
- How can we improve the accessibility of our transportation services?

Physical Barriers

7. Facility Accessibility:

- How accessible are our buildings and facilities to you?
- Have you encountered any physical barriers (e.g., stairs, narrow doorways, inaccessible restrooms) in our facilities? Please describe.
- Do you find signage and wayfinding clear and accessible in general?

8. Accommodations:

- Have the physical accommodations provided (e.g., ramps, elevators, accessible parking) been adequate to meet your needs under current building codes?
- What additional physical modifications would improve your experience in our facilities? Please offer any suggestions you may have.



General Experience and Suggestions

9. Overall Experience:

- How would you describe your overall experience with organizations in terms of accessibility and inclusion?
- What are the most significant barriers you face in interacting with organizations?

10. Feedback and Improvement:

- What specific changes or improvements would you suggest enhancing accessibility and inclusion in our organization?
- Are there any additional comments or feedback you would like to provide about your lived experience?

Accessibility and Inclusion Survey Questions for Service Providers and Organizations Specializing in Services for Persons with Disabilities

Organizational Experience

1. Organizational Overview:

- Can you provide a brief description of your organization/occupation and the services you offer for persons with disabilities?
- How long has your organization/or professional been providing services to persons with disabilities?

2. Client Demographics:

- What types of disabilities do the individuals you serve typically have?
- Are there specific accessibility needs that are more prevalent among your clients?

Service Accessibility

3. Support and Accommodations:

- Are there particular support services or accommodations that your clients require when accessing our services?
- How can we better support your clients' accessibility needs?

Employment and Workforce Inclusion

4. Employment Opportunities:

- How accessible do you your clients report the experience with recruitment and employment practices for persons with disabilities?
- Have your clients reported experience with any barriers when seeking employment?

5. Workplace Environment:

- What are the most effective strategies our organization can employ to support employees with disabilities?
- What recommendations do you have for improving our workplace environment to be more inclusive?



Communication and Information

6. Information Provision:

- What suggestions do you have for making our information more accessible?
- Have your clients reported experience with any difficulties in accessing information about goods or services?

Transportation Services

7. Transportation Accessibility:

- How would you rate the accessibility of our transportation services for your clients?
- Have your clients reported any issues with transportation services in general? If so, please provide details.

8. Service Improvements:

- What specific changes or improvements would you recommend enhancing the accessibility of our transportation services?

Physical Accessibility

9. Facility Modifications:

- What facility modifications or improvements would you suggest to better accommodate persons with disabilities?

General Feedback and Recommendations

10. Overall Experience:

- How would you describe your clients overall experience in terms of accessibility and inclusion for your clients?
- What are the most significant barriers your clients face when interacting with organizations or the public?

11. Feedback and Improvement:

- What specific changes or improvements would you suggest enhancing accessibility and inclusion in our organization?
- Are there any additional comments or feedback you would like to provide about your experience working with us?

Answers Received: Responses varied but highlighted common themes such as the need for improved physical accessibility features, enhanced digital accessibility, better communication practices, more inclusive employment opportunities and more inclusive transportation options.



Details of When the Consultation Took Place

The consultation took place over a period of four months, from January to April 2024, to allow sufficient time for outreach, engagement, and data collection in preparation of this report, the revision of the corresponding current accessibility policy and plan creation.

Description of How the Organization Consulted

Process: The organization employed a multi-faceted approach to consultation, including online surveys, focus group discussions, and one-on-one interviews. This approach allowed for flexibility in participation and ensured that individuals with diverse needs could provide feedback in a manner comfortable for them.

- *Multi-faceted Approach:* This approach allowed for flexibility in participation and ensured that individuals with diverse needs could provide feedback in a manner comfortable for them.

Activities: Consultation activities included distributing surveys through accessible online platforms, hosting virtual focus group discussions with facilitators trained in accessibility communication, and conducting individual interviews over phone or video call.

- *Surveys:* Distributed through accessible online platforms. Chosen to ensure that participants could easily provide input at their convenience and in a format accessible to them.
- *Focus Group Discussions:* Hosted virtually with a facilitator trained in accessibility communication. Chosen to foster interactive dialogue and gather in-depth insights from participants in a supportive environment.
- *Individual Interviews:* Conducted in person, over phone or video call. Chosen to accommodate those who prefer or require a more personal and flexible consultation method, ensuring comprehensive feedback from a wide range of individuals.

Details of Where the Organization Consulted Persons with Disabilities

Virtual Platforms: The organization utilized accessible online platforms for surveys (Survey Monkey), in person focus group discussions or 1:1 interview, and virtual interviews, ensuring that participants could engage from the comfort of their own homes or preferred environments and use written as well as visual and verbal forms of communication.

Accessible Meeting Spaces: For in-person consultations, the organization ensured that meeting spaces were fully accessible, with features such as wheelchair ramps, accessible parking, accessible seating, and assistive listening devices if requested by participants.



Results of the Consultation

Identification of Barriers: The consultation process identified specific barriers faced by persons with disabilities within the organization, including issues related to physical accessibility, digital inclusion, communication access, and transportation services.

Prioritized Recommendations: Based on feedback received, the organization prioritized recommendations for addressing identified barriers, including initiatives to enhance physical infrastructure, improve digital accessibility, update communication practices, and expand transportation options.

Inclusive Action Plan: The results of the consultation informed the development of an inclusive action plan that outlines targeted strategies and timelines for addressing identified barriers and improving accessibility across all facets of the organization.

Conclusion

Latitude Air Ambulance (650584 Alberta Inc.) remains steadfast in its commitment to fostering an inclusive and accessible environment for all individuals, particularly those with disabilities. Our initial accessibility plan and progress report demonstrate our dedication to compliance with the Accessible Canada Act and our initiative-taking approach to identifying, removing, and preventing barriers.

Through the establishment of a resolute Accessibility Committee, comprehensive training programs, and a multi-faceted consultation process, we have laid the groundwork for continuous improvement in accessibility across our organization. By actively engaging with stakeholders and incorporating their feedback, we ensure that our policies, practices, and services are responsive to the needs of persons with disabilities. Our efforts to enhance physical, digital, and communication accessibility reflect our broader mission to provide safe, comfortable, and dignified transportation services. The detailed implementation plans, milestones, and expected results outlined in this report underscore our commitment to measurable progress and accountability.

As we move forward, we remain committed to fostering a culture of inclusivity and respect, where all individuals, regardless of their abilities, can fully participate and thrive. By adhering to the highest standards of accessibility and continuously seeking to improve, Latitude Air Ambulance aims to set a benchmark in the aero-medical transport industry for accessibility and inclusiveness. In conclusion, this report represents a significant step in our ongoing journey towards greater accessibility. We are confident that with continued dedication and collaboration, we will achieve our goals and contribute to a more inclusive and barrier-free Canada.



Appendix A: Latitude Accessibility Policy and Feedback Procedures

Policy Statement

Latitude Air Ambulance is committed to creating an inclusive and accessible environment for all individuals, including persons with disabilities. We recognize the importance of fostering a culture that embraces diversity, promotes equal opportunity, and removes barriers to participation. As such, we are dedicated to compliance with the Accessible Canada Act (ACA) and the Accessible Transport for Persons with Disabilities Regulations (ATPDR), to the integration of persons with disabilities in our workplace and through the provision of our services. Individuals have the right to be treated with respect and dignity in the workplace and through the provision of goods and services. Latitude Air Ambulance, in exercising its responsibility as the employer, will always endeavor to provide an environment that supports productivity and the personal goals, dignity and self-esteem of every person.

We will provide inclusive customer service that respects the dignity, independence, and diversity of all individuals, including persons with disabilities, and accommodates their unique needs and preferences. We are dedicated to ensuring that our services and facilities are accessible to all individuals, including persons with disabilities, and that barriers to access are identified and removed. We recognize the importance of providing reasonable accommodation to employees and clients with disabilities to enable their full participation, including through the provision of assistive technologies, personal accommodation arrangements, accessible communication technologies and accessibility in our physical facilities.

Latitude Air Ambulance is dedicated to creating a barrier-free environment where all individuals, regardless of disability, can fully participate, contribute, and thrive. By prioritizing accessibility, inclusivity, and continuous improvement, we reaffirm our commitment to building a more accessible and inclusive Canada for all.

Accessibility

Latitude Air Ambulance will make every reasonable effort to ensure that our policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity for all. Our company policies and feedback procedures have been developed to meet the requirements of the Accessible Canada Act (ACA) and the Accessible Transport for Persons with Disabilities Regulations (ATPDR) and applies to the provision of services to the public or other third parties.

In accordance with the above, Latitude Air Ambulance is committed to working to improve access and opportunities for people with disabilities by identifying, removing, and preventing barriers that might interfere with their ability to make full use of our services and facilities.



Principles of Operation

Latitude Air Ambulance is guided by the following fundamental principles regarding Accessibility:

- *Dignity* - Latitude Air Ambulance is committed to establishing procedures and policies that treat all members of the corporation as valued individuals deserving of equal treatment and equal respect for those individuals without disabilities. Latitude Air Ambulance will not differentiate between individuals based on their abilities in any aspect of our business and is committed to considering how people with disabilities can effectively access and use Latitude Air Ambulance's goods and services.
- *Integration* - Latitude Air Ambulance is committed to integrating procedures and measures to allow individuals with disabilities to fully benefit from the goods and services provided by Latitude Air Ambulance. These may include alternative measures, policies, practices, and procedures that are specifically designed to address and remove barriers faced by disabled people that may result in the unequal treatment of those individuals. Persons with disabilities will be involved in the development and design of barrier-free laws, policies, programs, services, and structures.
- *Compassion* - Latitude Air Ambulance is committed to understanding and identifying the challenges faced by our members and clients and will address those challenges with sensitivity and compassion.
- *Freedom of Choice* - All persons with disabilities must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- *Equal Opportunity* - Latitude Air Ambulance is committed to fostering an environment that allows for equal chances, options, benefits, and results achieved by all stakeholders. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities and all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- *Compliance* - Latitude will comply with laws, and implement policies, programs, services, and barrier-free structures that consider the disabilities of persons, the diverse ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
- *Not without Us* - Persons with disabilities are experts in their chosen fields and in their lived experiences and are valuable members of our communities and engaged, contributing citizens. Persons with disabilities will actively be asked to contribute to the development of our accessibility strategy and plan on an ongoing basis.



Key Terms

“ACA “Accessible Canada Act

“CTA” Canada Transport Agency

“ATPDR” - Accessible Transportation for Persons with Disabilities Regulations

“Mobility Aid” means any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid that is specially designed to assist a person with a disability with a need related to mobility.

“Assistive Device” means any medical device, mobility aid, communication aid or other aid that is specially designed to assist a person with a disability with a need related to their disability.

The ACA defines a **“Barrier”** as anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

A barrier may be systemic; it may result from the absence of a policy or the application of an existing policy that has adverse impacts on persons with disabilities; and it may result from an isolated act or omission, such as the failure to apply a policy.

Furthermore, a difficulty encountered during travel does not become a "barrier" merely because it was experienced by a person with a disability: there must be some nexus between the disability and the barrier.

The ACA and the CTA define **“Disability”** as any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

This definition is based on the social model of disability, which understands disability as resulting from the interaction between an impairment or functional limitation and the social and physical environment.

The ATPDR defines a **“Service Dog”** as a dog that has been individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability.



The ATPDR defines a **“Support Person”** to mean a person who is needed to aid a person with a disability, after departure and before arrival, with:

- eating meals, taking medication, using the washroom.
- transferring to and from a passenger seat.
- orientation or communication; or
- responding to an emergency, including an evacuation or decompression.

Communication

We will communicate with people with disabilities in ways that consider their disability. We will train all employees, volunteers, policy developers, and subcontractors providing goods, services, or facilities on behalf of Latitude Air Ambulance on how to interact and communicate with people with diverse types of disabilities.

Assistive Devices and Mobility Aids

We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices and mobility aids that may be used by customers with disabilities.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff are trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter all Latitude Air Ambulance premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.



Training for Team Members

Latitude Air Ambulance will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who engage in the development and approval of customer service policies, practices, and procedures. Including how to aid and communicate with persons with diverse types of disabilities including:

- Blind or partially blind, low vision
- Deaf-Blind
- Deaf, Partially Deaf or Hard of Hearing
- Intellectual, Cognitive, Developmental and Learning Disabilities
- Episodic or Hidden Physical Disabilities
- Mental Health or Behavioural Disabilities
- Mobility or other Physical Impairments
- Neurological or Neurodevelopmental Disabilities/Acquired Brain Injury

Employment

Latitude Air Ambulance is committed to fair and accessible employment practices. We will take steps to notify the public and staff that, when requested, Latitude Air Ambulance will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. If you have a disability, please notify your supervisor or HR and we will do everything we can to accommodate your individual needs in the workplace.

Billing

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in hard copy, large print, e-mail, etc. upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone/text, or email.

Notice of Temporary Disruption

Latitude Air Ambulance will provide customers with notice in the event of a planned or unexpected disruption to the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.



Feedback Process

The goal of Latitude Air Ambulance is to meet and surpass client expectations while serving customers with disabilities. Comments or feedback on our services regarding how well those expectations are being met are welcome and appreciated. Establishing and posting clear procedures for accepting and acknowledging feedback received through various means, including in-person feedback, is essential for demonstrating our organization's commitment to inclusivity, transparency, and responsiveness.

Designated Feedback Channels

1. Feedback regarding the way Latitude Air Ambulance provides goods and services to people with disabilities can be made to the Designated Recipient, Charlotte Jurjens, Director of People & Culture via:
 - a) Online Feedback Form: On our website there is an accessible online feedback form allowing individuals to submit feedback conveniently and anonymously.
 - b) Email: Written feedback can be provided directly to the organization via email at accessibility@latitude2009.com to ensure that messages are directed to the appropriate department or individual for review
 - c) In-Person Feedback Boxes: We have placed physical feedback boxes and forms in accessible locations within our facility, accompanied by instructions for submission.
 - d) Via mail to 9300 Airport Road, Unit 520, Mount Hope ON, L0R1W0
 - e) Via Phone Call or Text to the Designated Recipient at 519-755-7756

Latitude intentionally does not have a social media presence therefore feedback cannot be submitted via platforms such as Facebook, LinkedIn, Instagram, etc.

2. Standardized Feedback Process

- a) **Receipt Acknowledgement:** Website submissions using the feedback form will have an automated response to acknowledge receipt of the completed form. All feedback submissions will be reviewed, and receipt acknowledged promptly within 10 business days, whether received online, via email, phone, text or through physical feedback boxes or mail.
- b) **Feedback Process Responsibility:** The Designated Recipient will be responsible for monitoring and managing feedback submissions across all channels and consulting with the members of the Accessibility Committee on feedback received and to be actioned.



The Designated Recipient will acknowledge receipt of feedback received in the same manner in which it was received. Therefore, if the feedback was received by email, it will be acknowledged by return email, etc.

Latitude will not be able to acknowledge receipt of anonymous feedback.

3. *Review and Response*

- a) *Regular Review:* A regular schedule for reviewing feedback submissions has been established as above to ensure timely response and action. All feedback channels will be checked on a weekly basis.
- b) *Feedback Triage:* The Designated Recipient will prioritize feedback based on urgency, relevance, and impact, directing high-priority issues to appropriate stakeholders for immediate attention.

4. *Response Protocol*

- a) *Timely Response:* We are committed to providing timely responses to all feedback submissions, by acknowledging receipt and outlining in the reply the investigations required, steps to be taken or planned actions to address concerns.
- b) *Personalized Responses:* Latitude will tailor responses to each feedback submission, addressing the individual's specific concerns and expressing appreciation for their input.
- c) *Acknowledgment of Feedback in Alternate Formats:* Latitude will respond to individual accommodation requests for alternative formats to accommodate individuals with diverse needs, such as braille, large print (16 point font and sans serif (for example, Arial or Calibri), audio recordings, or sign language interpretation or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities including software that converts text voice (screen readers) for persons who are blind or have low vision.

Latitude will make the description of their feedback process available to the person in the alternate format requested as soon as feasible after the request is received, but no later than:

- a. For braille or an audio format: 45 days after the day that the request is received.
- b. For any other format: on the 15th day after the day that the request is received.



Accessibility Considerations

- a) *Accessible Communication:* Latitude will ensure that all communication regarding feedback acknowledgment and response is accessible to individuals with disabilities, offering alternative formats upon request. Requests for alternate formats can be made to the Designated Recipient.

- a) *Language Accessibility:* Latitude will provide language support or translation services to accommodate individuals who communicate in languages other than the primary language of your organization. Latitude already utilizes language translation services for operational purposes and has a provider of these services in place.

5. Transparency and Accountability

- a) *Feedback Tracking:* Latitude has implemented a system for tracking feedback submissions, documenting actions taken, and monitoring progress towards resolution utilizing digital reporting and tracking mechanisms.

- b) *Feedback Reports:* Latitude compiles feedback reports on a semi-annual basis summarizing common themes, trends, and actions taken in response, demonstrating transparency and accountability to stakeholders.

- c) *Accessibility Audits:* Latitude is committed to auditing feedback, reporting, policies, procedures, our physical space, communication methods and digital accessibility on an annual basis.

6. Continuous Improvement

- a) *Feedback Integration:* Latitude will integrate feedback insights into organizational decision-making processes, using input to inform policy development, service improvements, and accessibility initiatives.

- b) *Feedback Loop Closure:* Latitude will close the feedback loop by informing stakeholders of outcomes resulting from their feedback submissions, demonstrating the organization's responsiveness and commitment to continuous improvement.



Publication of the Feedback Process:

To promote transparency the organization's feedback process and accessibility policy will be posted in print both digitally for staff through our HRIS and via printed postings on our workplace communication boards for the public review. Our accessibility plan, policy and feedback procedures will provide clear information about how individuals can submit feedback, what to expect in terms of acknowledgment and response, and how feedback will be utilized to drive improvements. The organization's feedback process and accessibility policy is anticipated to be posted on our website by August 2024.

This document is posted in print as of June 1, 2024, and available at:

Latitude Air Ambulance
Operational Control Center – Communication Board
9300 Airport Road, Unit 520
Mount Hope, ON L0R1W0

Notice to the Agency

Latitude will ensure compliance with relevant regulations or agency requirements by providing notice of feedback received from the appropriate agencies as mandated. Latitude will notify the CTA and the CHRC by electronic means (e.g., email) within 48 hours of publication of the description of its feedback process, or of an updated description of its feedback process, and include in the notice via:

- a hyperlink to the URL of the description or updated description on our website; OR
- the addresses of the publicly accessible business locations where a print copy of the description or updated description is available.

A Notice of Publication including the organization's Feedback Process, Accessibility Plan and Progress Report will be submitted to the following email address:

- CTA using the following email address: OTC.REPRTA-ATPRR.CTA@otc-cta.gc.ca
- CHRC My Accessibility Portal via <https://www.accessibilitychrc.ca/en/my-accessibility-portal>