



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.



Feedback Process

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 direct to Human Resources 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

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