

PROGRESS REPORT FOR LATITUDE AIR AMBULANCE (650584 ALBERTA INC.)

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



June 1, 2025

Prepared by Charlotte Jurjens, Director of People & Culture



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Accessible Canada Act: 2025 Progress Report for Latitude Air Ambulance (650584 Alberta Inc.)

June 1, 2025

Section 1: General

Executive Summary

This report presents progress made by 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.

The progress report includes a summary of our 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. Latitude Air Ambulance is committed to continuous improvement in physical, digital, and communication accessibility. 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.

Designated Recipient for Feedback on Accessibility

Charlotte Jurjens, HBA, CHRP, CHRL, CTMP
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 accessiblity@latitude2009.com
- Via Phone or text to 519-755-7756
- In person or via mail at 300 Aviation Drive., 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.

Expected Accessibility Plan 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 people 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 diverse 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 2 : Information & Communication Technologies (ICT)

Information and communication technologies includes the accessibility of all telecommunication systems, computer systems and networks owned, operated or controlled by Latitude. This also includes websites and mobile applications owned operated or controlled by Latitude, as well as announcements made in terminals and onboard. Our goal is to improve the availability and accessibility of information about services for people with disabilities, including clear descriptions of accessibility features, instructions for requesting accommodation, and contact information for accessibility inquiries.

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. There are some initiatives that our organization is in the process of working through to improve digital accessibility. We are currently working with a website design/IT firm to update the accessibility of our organization's digital platforms, including website, mobile application, 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). There is a prototype (not live yet) already developed that meets these requirements. An accessibility statement and links to full accessibility plan, policy and feedback form were added to the current website in fall 2024 while we work towards full digital compliance in the short term. This report will also be added to the current website until the new one goes live.

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. Accessibility statements are already contained within every job opening posted online.



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

- **Accessible Communication - Information & Communication Technologies (ICT) Goal:**
- Accessible Web site, Online Documents & Digital Platforms
 - Milestone: Meet WCAG 2.0 Level AA (Web Content Accessibility Guidelines) standards
 - Timeline: A Web Development Firm was contracted in fall 2024 to begin development of our website for meeting this requirement. A prototype meeting all accessibility requirements has been drafted and is nearing the end of development. We anticipate the new website will go live in **September 2025** in conjunction of our Grand Opening and addition of new aircraft to our fleet.
 - *Challenges to meeting this requirement:* Due to high levels of rapid change in the workplace over the last year (building of our new hanger/offices, moving, EURAMI audit, MOH audit, Ornge Audit) progress on this project has been slower than anticipated as the leadership team has had limited opportunity to work with the developers to push the project forward.



Section 3: Communication other than ICT

Communication other than ICT addresses communication in language that is informed, respectful and accessible to people with disabilities. It includes spoken, written, signed, and other forms of communication. Where possible, the information in this section touches on our progress in implementing the elements of its accessibility plan related to information using non-ICT methods (i.e., communicating information without the use of technology, such as providing information verbally or by using signage).

We are continually in the process of 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. We are working to ensure that all communication materials, including digital platforms, documents, and signage, are accessible to individuals with diverse 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.

Completed Initiatives: Includes all accessibility initiatives that have been completed since our initial report to the time of this progress report (June 2025).

- **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 subscribed to video and translation services through Canada Video Relay Service spring 2024
 - **ACHIEVED in 2024:** initiative is ongoing

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

- **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 **December 2025**



Section 4: Procurement of Goods, Services and Facilities

Procurement refers to the act of purchasing, including the overall evaluation process leading up to the purchase. The procurement of goods, services and facilities can include purchasing equipment (e.g., lifts, wheelchairs, or aircraft), putting contracts or arrangements in place for the provision of services and for specifications and requirements related to newly built or renovated terminals and any related facilities.

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.

Completed Initiatives: *Includes all accessibility initiatives that have been completed since our initial report to the time of this progress report (June 2025).*

- **Transportation Practices/Procurement Goal:** Fully Accessible Fleet
 - Milestone: New aircraft acquired to accommodate bariatric medical transfers.
 - A new larger aircraft was procured in April 2025 and will be retro fitted for safe ICU transfer of bariatric clients up to 750 lbs; aircraft will become operational in Fall 2025. This new larger aircraft will allow us to better accommodate the accessibility needs of other types of clients that may use mobility aids or fly with a support person or service dog.
 - **ACHIEVED in 2025: initiative is ongoing**

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

- **Built Environment Goal/Procurement:** Fully Accessible Offices and Hangar as per current Building Codes
 - Timelines: Hangar and offices will be moved to our new address over the course of June and July 2025. With all departments and aircraft moved in by **August 2025**.

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

- **Procurement Practices Goal:** Define Accessible Procurement Practices and create policy.
 - Milestone: Policy created and implemented
 - Timeline: To be completed by **June 2026**



Section 5: Design & Delivery of Programs and Services

This section includes details about how Latitude considers and includes accessibility when designing and delivering its services and programs to its clients and team members. This also applies to feedback received from Latitude personnel and clients on the design and delivery of our programs and services. This section may overlap with some of the other priority areas.

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 are also in the process of working 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 for our new facility.

We will continue to promote ongoing 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, by virtue of our work in International Aeromedical Evacuation and Repatriation, we continually work towards enhancing existing services to better meet the needs of persons with disabilities, such as introducing assistive technology options and providing accessibility assistance throughout transport.

Completed Initiatives: Includes all accessibility initiatives that have been completed since our initial report to the time of this progress report (June 2025).

- **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
 - **ACHIEVED in 2024:** initiative is ongoing
- **Employment Practices Goal:** Implement Accessible Employment Practices
 - Milestone 1: Add Accessibility Statements to all Job Postings & Employment Agreements
 - **ACHIEVED 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.
 - **ACHIEVED in 2019:** initiative is ongoing
 - Milestone 3: Continue to support and accommodate employees who disclose the need for disability accommodation.
 - **ACHIEVED in 2019:** initiative is ongoing



- **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.
 - **ACHIEVED in 2019:** initiative is ongoing
 - Milestone 2: All New Employees trained at time of onboarding.
 - **ACHIEVED in 2019:** initiative is ongoing
 - **NEW Milestone 3:** Created and launched a new in-house e-learning module on Human Rights in Canada & the Accessible Canada Act for all new and existing employees.
 - **ACHIEVED in 2025:** initiative is ongoing



Section 6: Transportation

In this section of Latitude's progress report, we set out information about its progress in implementing the elements of our accessibility plan related to the transportation used to access our services. 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. Ground transportation (ambulance services) from sending/receiving hospitals to/from the airport are inherently a part of our service offering.

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.

Completed Initiatives: Includes all accessibility initiatives that have been completed since our initial report to the time of this progress report (June 2025).

- **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
 - A new larger aircraft was procured in April 2025 and will be retro fitted for safe transfer of bariatric clients up to 750 lbs; aircraft will become operational in Fall 2025. This new larger aircraft will allow us to better accommodate the accessibility needs of other types of clients that may use mobility aids or fly with a support person or service dog.
 - **ACHIEVED in 2020: initiative is ongoing**



Section 7: Built Environment

The built environment refers to human-made structures, features, and facilities. In the case of Latitude, the built environment includes:

- ICU (Intensive Care Unit) equipped aircraft (also addressed in Sections 4 & 6)
- Hanger and Offices at the Aerodrome (also addressed in Section 4)

We have developed and implemented initiatives to remove identified barriers in our current rented physical workspace and in the building of our new facility (offices and hangar). 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.

In the design and building of our new facility consideration was given 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. Our new facility is equipped with 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. Our new hangar and offices are fully compliant with all accessibility requirements under the Ontario Building Code.

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

- **Built Environment Goal:** Fully Accessible Offices and Hangar as per current Building Codes
 - Timelines:
 - Hangar and offices will be moved to our new address over the course of June and July 2025. With all departments and aircraft moved in by **August 2025**.



Section 8: Provisions of CTA Accessibility Regulations

In this section of our progress report, Latitude will identify/list all provisions of the CTA regulations made under ss. 170(1) of the Canada Transportation Act (Act) that apply to us, or in other words, the CTA accessibility-related regulations which apply to us. In addition, this section sets out information about Latitude's progress in implementing its accessibility plan regarding the provisions that apply to it.

Additional Canada Transport Agency Considerations for Accessibility

Completed Initiatives: Includes all accessibility initiatives that have been completed since our initial report to the time of this progress report (June 2025).

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 require 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.

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. Ground ambulance transfers to/from the airport to/from the sending or receiving hospital are arranged as a part of our service offering.



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,

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.



Section 9: Feedback Information

In this section of the report, we have included information about the feedback received through our feedback process, and how that feedback has been taken into consideration. We are continuing to develop 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. Our Accessibility Committee will conduct regular accessibility audits and assessments of feedback received, our facilities, services, and policies to identify barriers faced by persons with disabilities. These audits will encompass physical infrastructure, digital platforms, communication materials, and customer service practices.

Latitude strives to 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 anticipate that by establishing clear metrics, this will enable the organization to assess its progress and adjust its strategies as needed over time. Latitude is committed to ongoing efforts to improve accessibility and inclusivity within the organization. The Accessibility Plan will be updated every three (3) years based on the results of feedback received, annual audits, metric attainment, and reporting mechanisms.

Completed Initiatives: *Includes all accessibility initiatives that have been completed since our initial report to the time of this progress report (June 2025).*

- **Monitoring, Auditing and Reporting Mechanisms Goal:**
 - Milestone 1: Legislative Initial Plan and Progress report for CHRC/TCA completed and posted.
 - **ACHIEVED in 2024:** initiative is ongoing

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

- **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 2: Legislative Progress reports for CHRC/TCA completed and posted.
 - Timeline: To be completed by **June 2026**
- **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: To be completed by **December 2026**



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

- **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 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: **December 2027**
- **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**



Section 10: Consultations

This section sets out information on how Latitude consulted with people with disabilities in the preparation of our 2025 progress report. Engaging with persons with disabilities, disability advocacy groups, and relevant stakeholders to understand disability related needs, challenges, and priorities. This involved hosting consultations, focus groups, and surveys to gather feedback and insights.

The organization engaged in a comprehensive consultation process to ensure that the accessibility plan reflects the needs and priorities of people 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 five (5) people with disabilities and three (3) organizations or registered professionals/service providers that serve people with disabilities.

Summary of Participants:

Type of Participant	Total Participants	Title of Contact (Names omitted to protect confidentiality)
Employees with Disabilities	4	Employee A – Administrative Role Employee B – Administrative Role Employee C – Administrative Role Employee D – Leadership Role
Community Members with Disabilities	1	Participant A – Female, 56 yrs. Referred Participants (Friends & Family of Employees)
Individuals that Serve Persons with Disabilities	2	Provider 1 – Occupational Therapist Provider 2 – Physiotherapist Provider 3 – Qualifying Psychotherapist
Organizations that Serve Persons with Disabilities	1	Brantwood Community Services, 25 Bell Lane Brantford, ON N3T 1E1 Contact: Director of Services



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	2
Intellectual Disability	0
Communication Disability	0
Physical Disability	1
Hearing Disability	0
Neurological Disability/ Acquired Brain Injury	0
Neurodevelopmental Disorder	1
Vision Impairment	0
Deaf Blind	0
Learning Disability	1
Speech/Language Disability	0
Hidden Physical/Transient Disabilities	2

*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 in the following areas:

Employment

1. Employment Opportunities
2. Career Development

Access to Goods and Services

3. Service Accessibility
4. Communication

Access to Transportation

5. Transportation Services
6. Travel Experience

Physical Barriers

7. Facility Accessibility
8. Accommodations

General Experience and Suggestions

9. Overall Experience
10. Feedback and Improvement



Survey Questions for Service Providers and Organizations Specializing in Services for Persons with Disabilities were conducted in the following areas:

Organizational Experience

1. Organizational Overview
2. Client Demographics

Service Accessibility

3. Support and Accommodations

Employment and Workforce Inclusion

4. Employment Opportunities and Accommodations
5. Workplace Environment

Communication and Information

6. Information Provision

Transportation Services

7. Transportation Accessibility
8. Service Improvements

Physical Accessibility

9. Facility Modifications

General Feedback and Recommendations

10. Overall Experience:
11. Feedback and Improvement

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 2025, 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 people 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.

Completed Initiatives: Includes all accessibility initiatives that have been completed since 2019 to the time of this progress report (June 2025).

- **Stakeholder Engagement Goal:** Complete a variety of Disability Consultations
 - Milestone 1: Completed first round of consultations.
 - **ACHIEVED in 2024:** initiative is ongoing
 - Milestone 2: Complete second round of consultations and incorporate feedback received over the last year.
 - **ACHIEVED in 2025:** initiative is ongoing

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

- **Stakeholder Engagement Goal:** Complete a variety of Disability Consultations
 - Milestone 3: Complete third round of consultations and incorporate feedback received over the last year.
 - Timeline: to be completed by **May 2026**