

Helijet

Accessibility Plan and Feedback Process

Year 4 (2026-2028)



Helijet

From our CEO: Our commitment

For 40 years, Helijet has provided vital air transportation across British Columbia. We take pride in supporting British Columbia's vibrant economy and providing safe, secure, and dependable transportation between Vancouver, Victoria, Nanaimo, Prince Rupert, and Haida Gwaii.

The safety of our passengers and employees is top priority. Helijet is committed to enhancing services and facilities without compromising safety. This commitment extends to identifying, removing, and preventing barriers to equal access across our network, facilities, and services.

In 2023, Helijet created our first accessibility plan to evaluate our barriers and enhance accessibility for passengers and employees with disabilities. Our updated 2026 plan renews our focus for the next 3 years (2026 - 2028) and outlines how Helijet will continue identifying, removing, and preventing barriers from being introduced into its operating environment for both passengers and employees.



Daniel Sitnam
President & Chief Executive Officer (CEO)

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1. General

Helijet welcomes feedback from passengers, employees, and disability advocacy groups. We encourage feedback on this Accessibility Plan, progress reports, and our feedback process.

A. Designated person

To submit feedback or request alternative formats for these documents, please contact the designated person:

Carla Kovacs

Director, Client Relations

Phone: +1-604-231-3510

Email: carlakovacs@helijet.com

B. Feedback process

In addition to Helijet's Director of Client Relations, Carla Kovacs, individuals can also contact Helijet via our website, social media, toll-free number, mail, or in-person at any of Helijet's facilities.

- Website: www.Helijet.com
- Telephone (Toll-Free): +1-800-665-4354
- Email: accessibility@helijet.com
- Helijet social media links: [Facebook](#), [Instagram](#), and [LinkedIn](#)
- TTY Relay Service:
 1. Dial 711
 2. After the operator confirmation, type in +1-800-665-4354
 3. The operator will dial the number for you and act as interpreter.
- Fax: +1-604-273-5301
- Mailing address: Helijet International Inc.
5911 Airport Road South
Vancouver International Airport
Richmond, BC, V7B 1B5

Feedback may be provided anonymously by all the previous methods of communication. We will acknowledge that we received feedback and will respond to it in the format in which we received it.

C. Alternative formats

Helijet will provide materials in alternative formats upon request. For braille or audio formats, Helijet will provide information in 45 days. For large print, physical copies, or a format that is compatible with adaptive technology, Helijet will provide documentation in 15 days.

2. Our understanding of barriers to accessible transportation

Helijet is committed to identifying, removing, and preventing barriers to accessible transportation in everything we do. This includes the products, services, and facilities we offer both passengers and staff.

We categorize barriers into five (5) categories. These categories are:



Attitudinal barriers

These barriers result when people think or act based on false assumptions.



Systemic barriers

These barriers include policies, procedures, or work instructions that result in some people being excluded from activities, employment, or other services.



Technological barriers.

These barriers occur when technology, such as a smartphone application, cannot be accessed by people with disabilities.



Information and communication barriers

These barriers are created when information is offered in a format that suits some of the population, but not all people.



Physical/architectural barriers

These are physical obstacles that prevent access to a facility, room, or other location.

3. Employment

As of May 2026, Helijet currently employs 145 people based in several locations across British Columbia. These locations include Richmond, Vancouver, Victoria, Nanaimo, Prince Rupert, and Haida Gwaii.

We take great pride in providing our staff with a safe, fulfilling, and rewarding environment in which to work every day. Helijet's core values center on customer dedication, safety, professionalism, mutual respect, and trust. We prioritize individual determination and value the diversity of our team.

Helijet currently has a Discrimination, Violence, and Harassment Policy. This policy highlights that we are committed to providing everyone with an environment that is free from any form of discrimination or harassment under the BC Human Rights Code or the Canadian Human Rights Act. The policy reflects our commitment to ensuring that all those who work at Helijet can do so in a workplace that supports their diversity while fostering an environment of respect, inclusivity, and safety.

Barriers Identified

- Diversity, equity, inclusion, and accessibility (DEIA) training and awareness is uneven across the organization.
- Job advertisements and job descriptions are not always barrier-free or support assistive technology.
- Communication about workplace accommodation processes is not always consistent.
- Internal and employee-facing systems are not always compatible with screen readers or other assistive devices.

Actions and Timelines

- Review job descriptions for completeness and incorporate language on roles, responsibilities, and reasonable accommodations (2027)
- Review job advertisements to ensure they are compatible with assistive devices (2028)
- Continue and expand disability-awareness training across the organization and including senior leadership (2027)

4. Information and communication technologies (ICT)

As part of our commitment to serve communities across much of British Columbia, Helijet relies on information and communication technologies for both internal employee communication and information-sharing with our passengers. Information and communication technologies (ICT) are critical in safely and efficiently operating aircraft.

Helijet leverages its website to promote and highlight some of the products and services offered to the public. As a result, the corporate website is a critical part of our ICT offering. In addition to our website, Helijet is active on all major social media platforms, including Facebook, Instagram, and LinkedIn.

Barriers Identified

- Website pages are not always accessible to people who use adaptive/assistive technologies or devices.
- Announcements in terminal(s) are not always barrier-free or provided in alternative formats.
- Uneven awareness of the telephone relay system and functionality
- Employee-facing systems and applications are not always compatible with assistive devices.

Actions and Timelines

- Engage a third-party to audit Helijet's external website against WCAG standards (2028)
- Amend existing process for how in-terminal announcements are made to provide more barrier-free communication (2027)
- Promote accessible means of communication to broaden engagement between the travelling public and Helijet (e.g., TTY and others)

5. Communication, other than ICT

Helijet operates a call center for reservations and customer inquiries. All agents are trained to use customer service best practices, including speaking in plain language and ensuring that information is available and communicated in a way that meets the needs of the customer.

Barriers Identified

- Terminology about disability and barriers are not used consistently.
- Passenger briefings on board aircraft are not always accessible to passengers with disabilities depending on the nature of their disability.
- Staff are not always able to adopt strategies to provide information that is barrier-free (such as modifying communication or providing plain language instruction).
- Unclear process for providing information in alternative formats (both for employee-facing materials and for the travelling public)

Actions and Timelines

- Expand accessibility awareness training for all staff with a focus on barrier-identification, language/terminology, and mitigating solutions to barriers (2026)
- Conduct more lived experience exercises with local disability advocacy groups (2027)

6. Procurement of goods, services, and facilities

The procurement of goods, services, and facilities is managed by Helijet's central office in Richmond. Where possible, we prioritize vendors, contractors, and suppliers who are based locally, and this applies to all Helijet's terminals and office locations.

Barriers Identified

- Uneven understanding of barrier prevention in procurement, services, and facilities
- No regular consultation process with people with lived experience and disabilities

Actions and Timelines

- Incorporate accessibility as a criterion in all procurement processes for the provision of goods and services, as well as any construction that Helijet initiates (ongoing)
- Continue reviewing employee-facing systems, processes, and facilities to ensure Helijet provides staff with a barrier-free workplace (ongoing)
- Engage with people with lived experience and disability advocacy groups to ensure products and services are barrier free (2027).

7. Design and delivery of services and programs

Helijet actively engages with the communities in which we serve and operate. We regularly review all communication, compliments, suggestions, and feedback for ways we can continuously improve the services and programs we offer. This includes any feedback related to barriers or issues related to the accessibility of our services and programs.

We will continue to engage with people with lived experience and continue to work with staff who help identify barriers in the products, services, and programs we provide for the travelling public.

Barriers Identified

- Barriers to equal access are not always explicitly mentioned in internal processes, standard operating procedures (SOPs), or employee-related policies.

Actions and Timelines

- Conduct a comprehensive review of internal standard operating procedures (SOPs), plans, and policies to identify barriers and to remove them. This applies to employee-related policies and processes, as well as passenger-facing policies and procedures (2027).

8. Transportation

Helijet is proud to offer transportation services to and from a variety of locations in British Columbia. We engage with our passengers at various points along the travel journey, which includes as early as an offering of services, making a reservation, check-in at our terminals, and providing service to and from our fleet of aircraft. Safety remains our top priority in the movement of all passengers, baggage, aircraft, and crew.

Barriers Identified

- Some information about the passenger process could be provided in advance of a passenger's journey to familiarize themselves with the aircraft and process (e.g., social stories or information to pre-plan a trip).
- Hidden or non-apparent disabilities not always recognized in relation to seating next to emergency exits.
- Configuration and physical dimensions of aircraft can be challenging for some people with muscular, mobility, or dexterity-related disabilities.

Actions and Timelines

- Explore opportunities to share pre-planning information about what to expect, including "sensory guide" and social stories (2027).

- Review of Helijet’s *Scheduled Domestic Tariff* (2019), particularly Section G “Services to be Provided” related to services provided to passengers with disabilities (2027)
- Investigate the feasibility of assistance equipment that would remove physical barriers to passenger travel. (2027)

9. Built environment

Helijet owns, operates, and maintains its terminal facilities. We recognize that boarding positions at some of our locations, such as Vancouver Waterfront, have a limited number of sloped ramps at boarding positions. Helijet provides an alternative boarding process for those passengers with mobility-related disabilities and passengers with reduced mobility.

Helijet’s fleet consists of 12 Sikorsky S-76 helicopters. Helicopters are compact, versatile aircraft with a dense seating configuration. This can sometimes create barriers for people with disabilities. We recognize that seating configurations and internal space can be challenging for people with service dogs, for example.

We have engaged a third-party consultant to help identify barriers and to provide insight into how best to remove and prevent barriers from being introduced into the built environment.

Barriers Identified

- Boarding positions at Vancouver (Waterfront) include stairs only.
- Toilets for both employees and passengers at Victoria terminal do not have sufficient turning radius for people with reduced mobility or wheelchair users.
- Signage and wayfinding in terminals are limited and do not incorporate tactile and braille characteristics (as indicated in CSA/ASC B651:23)

Actions and Timelines

- Review signage and wayfinding at all terminals (2026)
- Review shuttle buses and other vehicles associated with transporting Helijet passengers and employees to and from terminal facilities (2027)

10. Provisions of CTA accessibility-related regulations

Helijet is subject to Part VII of the *Air Transportation Regulations (ATR)* and *Personnel Training for the Assistance of Persons with Disabilities Regulations (PTR)*. Our compliance with Part VII of the ATRs is captured in our Domestic Tariff and includes provisions related to the service and transportation of passengers with disabilities across our network.

Additionally, Helijet provides its staff with appropriate training to support a barrier-free passenger experience at facilities across our network. We are subject to the Accessible Transportation Planning and Reporting Regulations (ATPRRs), which outlines how Helijet plans to deliver on commitments to improving the passenger experience for people with disabilities.

11. Provisions of federal employer-related regulations

As a federally regulated employer, Helijet is subject to the *Accessible Canada Regulations (ACRs)*. We strive to create a workplace that reflects the diversity of the communities we serve.

Progress so far:

- To comply with the ATPRR, Helijet has published this Accessibility Plan and past Progress Reports.
- For more information on Helijet’s Accessibility Plan, please visit: <https://helijet.com/home/accessibility-plan/>
- For more information on the ATPRR, please visit the CTA’s website here: <https://otc-cta.gc.ca/eng/publication/accessible-transportation-planning-reporting-regulations-progress-report>

12. Consultations

Helijet adopts a collaborative approach to consult persons with disabilities and lived experience. This includes both passenger-facing and employee-facing areas.

Helijet's consultation has included work with Pacific Autism Family Network (PAFN) and the Rick Hansen Foundation (RHF). An exercise in 2024 involved inviting program leaders, parents and twelve (12) people with cognitive, intellectual, or developmental disabilities to take a flight with Helijet. This consultation involved soliciting feedback from people with lived experience and their caregivers about our services, facilities, and products. The twelve participants experienced all aspects of the flight, from reservation to boarding and deboarding an active flight.

In 2026 Helijet met with the Rick Hansen foundation. This virtual meeting identified opportunities to have the RHF assist in many areas of our plan. Identifying barriers related to our facilities is a priority and one of their strengths.

These consultations have influenced the goals set out in this plan.

Helijet continues to consult with a support organization to assist with the employment of a person with lived experience. This experience has enhanced our employee-facing programs and processes. We have solicited feedback from our staff and incorporated this feedback as part of our commitment to continuous improvement.

Actions and Timelines

- Establish an Accessibility Advisory Committee, finalizing the list of interested individuals, advocacy groups, and employees to participate.
- Have the Advisory Committee steer the next engagement of consultations.