

SLAVE LAKE HELICOPTERS



Slave Lake Helicopters Accessibility Plan

June 2025

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1. General

1.1 Contact information and feedback mechanism

Your feedback is important to us. Our Accessibility Lead is the designated person to collect and respond to feedback on behalf of Slave Lake Helicopters on all matters related to our accessibility plan.

To provide your feedback, simply share your comments, anonymously or by including your name and contact information to:

Email: jweidhaas@slheli.com

Phone: 780-849-6666

Mail: Slave Lake Helicopters
604 10 Ave NE
Slave Lake, AB
T0G 2A1

Slave Lake Helicopters can also provide our accessibility plan in the following formats upon request:

- Print
- Large
- Audio
- Electronic
- Braille

1.2 Our Commitment to Accessibility

Slave Lake Helicopters is dedicated to accessibility for both our employees and customers. We believe that inclusivity is fundamental to our culture and operations. We continuously strive to create an environment where every individual, regardless of ability, can contribute their talents and thrive. Through thoughtful design and policies, we ensure our company meet the diverse needs of all stakeholders, fostering a workplace and customer experience that is accessible and equitable for everyone.

1.3 About Slave Lake Helicopters

Slave Lake Helicopters; operating since 1998 is a provincial expert in providing the best helicopter services in Northern Alberta.

Founder and CEO, George and Debbie Kelham, established their helicopter company in January of 1998 in Slave Lake, Alberta. What started as a single leased aircraft, parked in a snowbank and office accommodations utilized wherever available; the Kelhams relentless pursuit of commitment, excellence, and valued customers, empowered them to expand their business.

Presently, Slave Lake Helicopters operates as a thriving, family-oriented company, acclaim two exquisite hangars equipped with world-class machinery essential for executing diverse jobs. Since beginning of operations in 1998, it has become the leading provider of helicopters for Alberta Forestry, ATCO, Oil and Gas Companies, Charter, Environmental and Wildlife Management, Search and Rescue, Emergencies and Mining and Exploration.

We currently offer a wide range of multi-mission helicopters from the high performance, light single-engine Bell 206, AS350 B2, AS350 B3E and robust twin engine AS355 NP.

1.4 Our Vision, our Core Values and our Mission

To provide an ever-lasting impression through safe and trusted aviation services; reliable and flexible, sustainable solutions, serving the needs of our valued customers now and for the future.

Customer Service

We prioritize customer satisfaction by providing a 24/7 operation and untouchable delivery on commitments and deadlines to maintain a high standard of performance.

Integrity

We are committed to honesty, transparency, and ethical conduct in all aspects of our work, earning the trust and respect of our customers, partners, and colleagues.

Quality

We hold ourselves accountable to the highest standard in fostering immaculate facilities. We continue to thrive proficiency in the aircraft, using specialized tooling. We expect our staff to develop and improve their skills constantly.

Adaptability

We are known for our remarkable versatility and adaptability. This is pivotal for sustainable growth for our company to continuously meet the needs of our customers.

Teamwork

The strength of our team does not only attribute in our combined experience and expertise but our ability to trust each other, no matter the circumstances. We know that our best work is not produced individually but by collaborating as a team and supporting each other every day.

Mission

To provide our customers with professional and safe helicopter services by utilizing quality and state of the art facilities, equipment and aircraft. There is no job that is not worth consideration.

2. Consultations

We consulted with two community members to get their insight and understand what types of challenges they may face. We also discussed what modifications would help them should they be employed at Save Lake Helicopters. Their recommendations are to be considered as suggested considerations from persons with disabilities that have lived experience. In designing this Accessibility Checklist, the needs of the following have been considered:

- Persons who use a mobility device (wheelchair, scooter or other mobility aid)
- Persons who are legally blind or have low vision
- Persons who are deaf or have limited hearing
- Persons with learning or memory deficits.

These consultations allowed us to outline opportunities to identify, remove and prevent barriers in:

- Employment practices
- Built environment
- Information communication and technology (ICT)
- Communication, other than ICT
- Procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation

3. Employment

<u>Barrier</u>	<u>Action</u>	<u>Timeline (completed by)</u>
Employees are not aware about the types of workplace accommodations available to them or the process for requesting these accommodations.	<ul style="list-style-type: none"> • Revise the new employee starting form to include a section inquiring whether they need any workplace accommodations to effectively perform the 	2026

	<p>essential duties of their job.</p> <ul style="list-style-type: none"> • Include information about workplace accommodations and the process for requesting them in our Health and Safety Orientation. • During our monthly Health and Safety meeting, we will send out communication to all employees as a reminder about workplace accommodations and the process for requesting them. 	
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4. The Built Environment

<u>Barrier</u>	<u>Action</u>	<u>Timeline (completed by)</u>
<u>Entrances</u>	This is something that can be	N/A

<ul style="list-style-type: none"> • No power assist button on main entrance doors. 	addressed upon request	
<p><u>Exterior Path of Travel</u></p> <ul style="list-style-type: none"> • The exterior pathway to both hangers near the entrance has a small step causing uneven ground. 	This is something that can be addressed upon request	N/A
<p><u>Designated Parking</u></p> <ul style="list-style-type: none"> • There is one spot designated for persons of disability. It is marked on the pavement with the logo. Not visible if there is snow on the ground 	Accessibility Lead will post a placard above the parking space for better visibility.	2026
<p><u>Fire and Emergency Safety</u></p> <ul style="list-style-type: none"> • No evacuation plan in place for people with disabilities. • There is no type of “shelter in place” included in the fire safety plan • Fire alarms/smoke alarms do not have both audible and visible alarms. 	Accessibility Lead to address this at the next Health and Safety Meeting to discuss and action plan.	2027

<p><u>Stairways</u></p> <ul style="list-style-type: none"> • Stairways do not have colour contrast steps to show the forward edge of the step. 	<p>Accessibility</p> <p>Lead will explore options for color contrasting the stairs, such as glow in the dark decals for better visibility.</p>	<p>2030</p>
<p><u>Elevators</u></p> <ul style="list-style-type: none"> • Second floor is not accessible for those with mobility issues. 	<p>This is something that can be addressed upon request, if someone of disability requires access to the second floor.</p>	<p>N/A</p>
<p><u>Accessible Washrooms</u></p> <ul style="list-style-type: none"> • Women's washroom in main hanger is not wheelchair accessible. • Not all toilets have an automatic flusher 	<p>There is a secondary women's washroom in the second hanger that is wheelchair accessible with an automatic flush.</p>	<p>N/A</p>
<p><u>Offices and Rooms</u></p>	<p>East Hanger has visible signage</p>	<p>2027</p>

<ul style="list-style-type: none"> Label all offices and rooms with visible signage including braille 	including braille. Accessibility Lead to inquire about the West Hanger	
<u>Interior Lighting</u> <ul style="list-style-type: none"> Most offices and rooms do not have adjustable lighting option. 	Accessibility Lead to explore options and get quotes from an Electrician to make these changes, for those with sensitivities to light. Florescent to LED.	2027

5. Information and Communication Technologies

Slave Lake Helicopters will ensure that everyone can access the same information and receive the same services using information technology. We will ensure that our website, web applications, electronic documents, software, and hardware do not create barriers to people with disabilities.

Earlier this year, Slave Lake Helicopters transitioned from paper documentation to Microsoft Office 365 (virtual meeting platform) that offers a variety of accessibility features to ensure users with disabilities can fully participate in video meetings. Additionally, we collaborate with an external IT service provider to ensure that our technology and work environment remain free from any obstacles that could hinder employee productivity.

6. Communication, other than ICT

At Slave Lake Helicopters, we use various ways to communicate with our employees, including one-on-one conversations, team meetings (in-person, virtual, or by phone), emails, and both electronic and printed publications. We provide the necessary technology for accessing electronic materials and have communication boards for printed information throughout our facility. Currently, no employees have reported needing accommodations for disabilities related to communication. At an employee or customer's request, Slave Lake Helicopters can offer communication in alternative formats which include:

- Print
- Large print
- Braille
- Audio format
- Electronic format compatible with assistive technology designed to aid individuals with disabilities

7. The Procurement of Goods, Services and Facilities

During the initial consultation for developing this Accessibility Plan, there were no barriers identified related to this standard. Slave Lake Helicopters is dedicated to ensuring accessible procurement of goods, services, and facilities. We will continue to update our Accessibility Plan based on ongoing consultations and feedback, should we receive any concerns related to this standard in the future.

8. The Design and Delivery of Programs and Services

Slave Lake Helicopters offers products and services tailored to customers with their own accessibility plans and requirements and does not cater to individuals or the public directly. Consequently, our program design and service delivery are primarily focused on Slave Lake Helicopter employees. Delivery of employee-based programs including communication, training, support programs, job and employee information and so forth are offered in various formats. When requested, alternate formats are considered on an as needed basis. As part of the support programs offered to employees, Slave Lake Helicopters offers an Employee Assistance Program (EAP) which provides confidential support on a variety of topics including counseling for everyday issues, financial wellness, help with childcare or elder care at no cost to the employees.

Our EAP's accessibility features are:

- Increasing the size of the text on the screen
- Making icons and other items bigger
- Magnifying the content on the screen
- Enabling high-contrast text
- Having the words on the screen read aloud to you

As we gather feedback from our employees, our Accessibility Plan contributors will assess it to see if any reasonable adjustments can be made to our programs and services.

9. Transportation

As Slave Lake Helicopters does not provide transportation services as part of its mandated activities, this category is not covered in the organization's Accessibility Plan.

We do have Aircraft Maintenance Engineers that would accompany our pilot during flight testing however, given the crew is testing company aircraft, no accessibility features can be added to the aircraft.

There are times where our employees and facilities maintenance employees may be required to deliver parts or pick up supplies using a company vehicle. If ever requested, accommodations can be made within reason.