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General

Bailey Helicopters is pleased to present our progress report, prepared in accordance with our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR). This report provides updates on the steps our organization has taken to implement our accessibility plan, reflecting our ongoing commitment to fostering an inclusive and barrier-free environment for all. Through continued efforts and collaboration, we strive to enhance accessibility in meaningful ways and ensure that everyone can fully participate in our services and initiatives.

How to provide feedback

Please send your feedback to our [Human Resources Manager](#)

You can send your feedback by email, phone or mail using the contact information listed below.

Email: hr@baileyhelicopters.com

Telephone: 250-785-2518

Mail: Bailey Helicopters Ltd.

C/O Human Resources

6219 242 RD

Baldonnel, BC V1J8J3

For more information on how you can send your feedback, see our feedback process description on our website <https://www.baileyhelicopters.com/> by downloading our Accessibility Plan.

How to request alternate formats

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 20 days.

Contact us:

- Email: hr@baileyhelicopters.com

- Phone: [1-877-822-2245](tel:1-877-822-2245)

Mail:

Bailey Helicopters C/O Human Resources Manager

6219 242 rd., Baldonnel, BC V1J 8J3

You can also send us a message on our socials @: Facebook/Bailey Helicopters, Instagram @baileyheli29, and LinkedIn/Bailey Helicopters Ltd.

Feedback

As part of our commitment to accessibility, we conducted an anonymous survey distributed to all employees to gather feedback on how our organization is implementing its accessibility plan and to identify any barriers individuals may face.

The responses provided valuable insights into both positive experiences and areas that require improvement. Many employees highlighted digital accessibility and challenges with the built environment.

We appreciate all feedback, both anonymous and attributed, as it helps us refine our approach and take meaningful steps to ensure a more inclusive environment for everyone.

Consultations

In the development of this progress report, our organization has reached out to the FSJ Association for Community Living for additional consultations with persons with disabilities to ensure their voices, experiences, and insights are fully incorporated. Their valuable perspectives have played a vital role in shaping our original plan and will help guide our efforts toward greater inclusivity and accessibility. The Association was unavailable before the completion of this report; however, we have an appointment scheduled: June 18, 2025.

Areas in [section 5 of the Accessible Canada Act \(ACA\)](#)

Employment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Employment Equity and Staffing options.

Progress Update: Assisted managers with identifying and hiring for inclusiveness and removing barriers in job advertisements. HR staff has completed this training and within 6 months of publishing our progress report the remainder of the management team will be provided training explaining the need to provide employees with disabilities with equal opportunities to advance in their careers.

Barrier 2: Recruitment and selection process, our job ads did not mention our commitment to accessibility and inclusion or how candidates can ask for disability related accommodations.

Progress Update: Plain language is used in recruitment ads, and a statement was added to the latest job opening to inform candidates of our commitment to accommodation within the hiring process.

Barrier 3: Accommodation process for new employees.

Progress Update: Identification of accommodation requested and proposing new solutions. Duty to accommodate is discussed with hiring manager and check-ins with new employees are done at 1 ½ months post hire to monitor progress and that needs are being met. There is an open-door policy at Bailey Helicopters and employees are encouraged to submit feedback as needed.

The built environment

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The washrooms in our building were not wheelchair accessible. Doorways were not wide enough, sink height was restrictive, there weren't any handrails.

Progress Update: We did a major hangar renovation in 2024, and an accessible washroom was included. During renovations we were able to choose one washroom on the main floor of our building. The washroom was gutted and redone completely, adding an accessible emergency shower stall, toilet, sink, handrails, automatic soap dispenser and water tap.

Barrier 2: Our waiting room/reception area was not accessible. The doorway was not wide enough, there was a step to enter the building, and the seating area was small with bulky furniture.

Progress Update: This area was also identified in our hangar renovation to make accessible. The main doorway was moved, and in its place, an automatic sliding door was installed. The step to enter the building was removed and a concrete sidewalk was installed sloped and graded to meet the parking lot at ground level. The lobby was enlarged to give more space and allow for seating to accommodate employees and guest with mobility concerns.

Barrier 3: An accessible boardroom for employees and guest with disabilities. The current boardroom is on the second floor of our building, which is inaccessible to wheelchairs or people with mobility issues.

Progress Update: We were able to install a portable on to our property that will double as a training and boardroom space. A concrete sidewalk was completed to the portable joining the main building. We hope to install the ramp to the portable in the next year. Due to financial constraints this has not been completed yet.

Information and communication technologies

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Our website wasn't up to WCAG standards.

Progress Update: Immediately after posting our Accessibility Plan, the web designer was contacted to implement the necessary changes. Further consultation to have our website reviewed and an accessibility risk assessment completed has been scheduled, to be completed within the next 3 months.

Barrier 2: Our company aircraft safety video is missing captions or transcript.

Progress Update: An updated version of the aircraft safety video is scheduled to be addressed in the next 12 months.

Communication, other than information and communication technologies

To foster a more inclusive environment and eliminate communication barriers, we are actively reviewing our communications and policies to ensure clarity and accessibility. This effort includes a thorough evaluation of all employment advertisements and website content to enhance direct and effective communication.

The design and delivery of programs and services

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Purchase of furniture in common spaces.

Progress Update: Consultation with accessibility partners was instrumental in redesigning our reception area to ensure a more inclusive and barrier-free experience. Their expertise helped us identify and implement improvements that enhance accessibility for all visitors, including seating, design of doorways and accessible washrooms. They also made suggestions to reduce background noise by incorporating sound-absorbing materials in the reception area and by providing quiet spaces where individuals can step away from overwhelming auditory stimuli.

Transportation

As a Transportation Service Provider, Bailey Helicopters is committed to identifying and removing barriers that could impact the accessibility of helicopter services. Employees with the responsibility of serving the public are subject to Personnel Training for the Assistance of People with Disabilities Regulations (ATPDR) and are provided training in respect of the following principles:

- All persons must be treated with dignity regardless of their disabilities
- the 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 they must provide, the assistive devices that are commonly used, 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;
- the communication requirements in the ATPDR and how to interact with persons with disabilities in a manner that respects their autonomy and dignity.
- the role of a support person; and
- the role and needs of a service dog.

Conclusion

Bailey Helicopters remains committed to advancing accessibility within our organization. Over the next twelve months, we will continue to monitor and measure our progress, ensuring that we meet our remaining accessibility goals while actively removing and preventing identified barriers.

We strongly encourage ongoing feedback through our established feedback process, as insights from employees and community members play a vital role in refining and fully implementing our accessibility plan. All feedback received will be carefully reviewed and addressed by the appropriate teams to develop actionable solutions.

To maintain transparency and accountability, we will publish another progress report detailing our implementation efforts. Following this, a new accessibility plan will be developed to further enhance accessibility across our organization.

Bailey Helicopters will continue working closely with members of the community and our employees to identify barriers, foster inclusivity, and create a more accessible work environment for all.