



JDR PACIFIC VENTURES LTD.
dba Sunshine Coast Air & Tofino Air

ACCESSIBILITY PLAN & FEEDBACK PROCESS
2024-2027

AS OF OCTOBER 2024



General

JDR Pacific Ventures Ltd.'s objective is to provide safe transport in an inclusive environment to passengers of all ability levels. We are committed to assessing and removing boundaries that may provide barriers to the accessibility of our services, communications and environments.

To develop this accessibility plan, JDR Pacific Ventures Ltd has undergone a consultation process inclusive of both employees and community members with expertise in accessible transportation processes.

JDR Pacific Ventures Ltd welcomes feedback of all degrees. Through this feedback, we gain knowledge of barriers and how we can overcome them for greater access to our services and environments. The General Manager will process the feedback and will share relevant content with internal departments as needed. Accessibility related feedback is stored internally for seven years. All feedback will be replied to promptly unless submitted anonymously.

The accessibility plan is available on our website as a downloadable pdf. Additional formats (hard copy, large font, and others) can be made available upon request. Printed and large font copies will be provided within 21 days of the initial request. Braille and audio formats will be provided within 45 days of the request. Requests can be made through the contact information below:

Email: info@sunshinecoastair.com

Phone: 1.604.740.8889

Mailing:

JDR Pacific Ventures Ltd

Attn General Manager

5740 Carmel Place

Sechelt, BC. V7Z 0C6 Canada

Information and Communication Technologies (ICT)

JDR Pacific Ventures Ltd is committed to maintaining user-friendly websites and email communication company wide. Documents are provided in a downloadable pdf format for ease of use and convenience, and additional formats can be requested by email, phone, mail request or in person at any of our physical locations. We work to improve our communication methods with a focus on addressing barriers in our current communication technologies.



Communication, other than ICT

JDR Pacific Ventures Ltd is committed to providing exceptional service when assisting individuals with their travel needs. Our teams are trained in accessibility-based procedures to provide respectful, caring and informed service to all passengers, including those with disabilities.

Procurement of Goods, Services and Facilities

JDR Pacific Ventures Ltd has consulted with third-party manufacturers to source equipment intended to improve passenger experience and assist with accessibility throughout their travel experience at our locations. Our locations aim to be accessible for passengers of all abilities, and we make efforts to identify obstacles and how to improve upon them.

Design & Delivery of Programs & Services

Employees of JDR Pacific Ventures Ltd complete Accessibility for All online training. Our goal is to ensure we are providing a safe and inclusive service, and that our team is equipped with the training to create an environment that is accessible to all. We monitor training practices and will adjust the training program as requirements demand.

The Built Environment

JDR Pacific Ventures Ltd is committed to creating practices which enable our service to be accessible to all of our passengers.

All our main bases have aircraft access ramps to assist all passengers when boarding and disembarking our seaplanes. Our Sunshine Coast and Nanaimo locations are equipped with wheelchairs to assist passengers to and from the aircraft as needed. Our teams help between offices and seaplanes, as well as allow for additional boarding time as needed by passengers.

Transportation

Our offices have drop-off points for vehicles close to the door for check-in.

Provisions of CTA Accessibility Related Regulations

JDR Pacific Ventures Ltd is a federally regulated airline and adheres to the Accessible Transportation for Persons with Disability Regulations. (ATPDR) governed by the Canadian Transportation Agency (CTA). The goal of these regulations is to eliminate barriers for individuals with disabilities.



Our Management Team is responsible for the development and execution of the JDR Pacific Ventures Ltd Accessibility Plan, and the review of feedback provided by passengers, the community and employees of the company to ensure the ongoing improvement of an accessible environment.

Consultations

JDR Pacific Ventures Ltd has consulted with passengers with impairments that our services may be challenging for. This was done to survey the service we provide to ensure the journey is safe and accessible for all. This was done through in-person conversations and digital surveys with individuals who have experience with air travel, including float planes. Through their feedback, we have identified barriers to accessing the aircraft at both office and remote destinations and provided enhanced accessibility options where available. Feedback has also been provided with challenging aspects to accessing, and the facilities within, our office locations.

Their feedback will be used to shape the experience we offer our passengers from the booking process to the onsite experience, boarding and disembarking the aircraft and the in-flight experience. Feedback has been ongoing from Summer 2021 through to the present day.

JDR Pacific Ventures Ltd has also consulted with a third-party organization with respect to providing an accessible float plane experience for people who may find this method of travel challenging. This was done through phone consultations in the Summer of 2022.

JDR Pacific Ventures Ltd will continue to consult with passengers, their families and third-party organizations to provide an accessible environment and inclusive, comfortable travel experience.