



EXECUTIVE COMPASS  
FLIGHT INSTITUTE

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# Accessible Canada Act Progress Report

## General

This progress report outlines ECFI Flight Training Unit's ongoing efforts and achievements in implementing our Accessibility Plan. We remain committed to fostering an inclusive, respectful, and barrier-free environment for all students, staff, and visitors.

As a Transport Canada–certified training provider, our programs must meet the regulatory medical requirements outlined in Canadian Aviation Regulations (CARs). These include specific standards for vision, hearing, and overall medical fitness that may preclude some individuals from qualifying for flight training leading to licensure. However, within these constraints, we are actively working to make all other aspects of our organization as inclusive and accessible as possible.

## How to provide feedback

Please send your feedback to our HR Department. You can send your feedback by email, phone or mail using the contact information listed below.


**Email:** [hr@compassflying.com](mailto:hr@compassflying.com)

**Phone:** (604) 863-0900

**Mail:** 130-18799 Airport Way, Pitt Meadows, BC V3Y 2B4

## 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@compassflying.com](mailto:hr@compassflying.com)*

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## **Feedback**


At this time, we have not yet received any feedback through our accessibility feedback process regarding the implementation of our accessibility plan or any barriers encountered by individuals interacting with our organization.


We remain committed to fostering an inclusive and accessible environment and encourage all individuals—staff, students, and visitors—to share their experiences with us. Feedback plays a critical role in helping us identify and address potential barriers, and we will continue to promote and monitor our feedback channels to ensure accessibility concerns can be raised easily and confidentially.

As feedback is received in the future, it will be reviewed, grouped by theme where appropriate, and incorporated into our ongoing accessibility planning and improvements.

## **Consultations**

As part of our commitment to meaningful consultation in the preparation of our Accessibility Progress Report, we have reached out to BC People First Society and the BC Accessibility Hub to request their support in consulting with persons with disabilities.





We have proposed conducting consultations through a combination of online surveys and facilitated discussion groups (virtual or in-person) to gather input on the following:

- Our success in implementing the Accessibility Plan and removing or preventing barriers in each of the areas outlined in section 5 of the Accessible Canada Act for both students, employees and visitors
- Participant ratings of our progress (e.g., good, fair, poor)
- Suggestions for improving our progress and consultation methods
- Feedback on the effectiveness of our actions, timelines, and benchmarks

We are currently awaiting confirmation of participation and scheduling. Once finalized, we will proceed with consultations and integrate the insights gathered into our ongoing efforts to enhance accessibility across our organization.

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


### **Employment**


We have made initial steps in removing obvious barriers, and await consultation to better inform our final accessibility plan.

**Barrier 1:** Our job postings don't mention our commitment to accessibility and inclusion or explain how to ask for disability-related accommodations.

**Progress Update:** We will add the following text to all our job postings that mentions our commitment to accessibility and inclusion -

***Accessibility and Inclusion** - We are committed to fostering an inclusive and accessible work environment. If you require accommodations at any stage of the hiring process, please let us know—we're happy to support you. Examples of accommodations include providing a sign language interpreter for interviews or offering additional time for written assessments. Your needs will be met with respect and confidentiality.*





**Barrier 2:** We don't currently require all managers and human resources (HR) staff to take training on accessibility.

**Progress Update:** *We will require all managers and HR staff to take this training within 6 months of publishing our accessibility plan. The training will be informed by our consultation process and accessibility plan and will aim to explain the need to provide employees with disabilities with equal opportunities to fulfil their current responsibilities as well as advance in their careers.*

## **The built environment**

We are currently awaiting the completion of our consultation with persons with disabilities in order to accurately identify the barriers that exist within our organization and determine the most effective actions required to remove or prevent them, to inform our Accessibility Plan.


As such, while we remain committed to the timelines and benchmarks outlined in our accessibility plan, we have not yet finalized specific progress updates for the identified barriers. The consultation process is a critical step to ensure that our actions are informed, inclusive, and aligned with the lived experiences of those most impacted.


Once the consultation is complete, we will update our progress report to reflect the steps taken and any adjustments to timelines or strategies based on the feedback received.

## **Information and communication technologies**

We are currently awaiting the completion of our consultation with persons with disabilities in order to accurately identify the barriers that exist within our organization and determine the most effective actions required to remove or prevent them, to inform our Accessibility Plan.

As such, while we remain committed to the timelines and benchmarks outlined in our accessibility plan, we have not yet finalized specific progress updates for the identified barriers. The consultation process is a critical step to ensure that our actions are informed, inclusive, and aligned with the lived experiences of those most impacted.





Once the consultation is complete, we will update our progress report to reflect the steps taken and any adjustments to timelines or strategies based on the feedback received.

## **Communication, other than information and communication technologies**

We have made initial steps in removing obvious barriers, and await consultation to better inform our final accessibility plan.

**Barrier 1:** *Our front-line staff haven't received training on serving clients with communication disabilities.*


**Progress Update:** *We will require all front-line staff to take this training within 6 months of publishing our accessibility plan. The training will be informed by our consultation process and accessibility plan and will aim to equip staff with the knowledge, skills, and confidence to interact respectfully, effectively, and inclusively with individuals who have communication disabilities, ensuring equitable access to services and a positive client experience.*

## **The procurement of goods, services and facilities**

We are currently awaiting the completion of our consultation with persons with disabilities in order to accurately identify the barriers that exist within our organization and determine the most effective actions required to remove or prevent them, to inform our Accessibility Plan.

As such, while we remain committed to the timelines and benchmarks outlined in our accessibility plan, we have not yet finalized specific progress updates for the identified barriers. The consultation process is a critical step to ensure that our actions are informed, inclusive, and aligned with the lived experiences of those most impacted.

Once the consultation is complete, we will update our progress report to reflect the steps taken and any adjustments to timelines or strategies based on the feedback received.





## **The design and delivery of programs and services**

We are currently awaiting the completion of our consultation with persons with disabilities in order to accurately identify the barriers that exist within our organization and determine the most effective actions required to remove or prevent them, to inform our Accessibility Plan.

As such, while we remain committed to the timelines and benchmarks outlined in our accessibility plan, we have not yet finalized specific progress updates for the identified barriers. The consultation process is a critical step to ensure that our actions are informed, inclusive, and aligned with the lived experiences of those most impacted.


Once the consultation is complete, we will update our progress report to reflect the steps taken and any adjustments to timelines or strategies based on the feedback received.

## **Transportation**

We are currently awaiting the completion of our consultation with persons with disabilities in order to accurately identify the barriers that exist within our organization and determine the most effective actions required to remove or prevent them, to inform our Accessibility Plan.

As such, while we remain committed to the timelines and benchmarks outlined in our accessibility plan, we have not yet finalized specific progress updates for the identified barriers. The consultation process is a critical step to ensure that our actions are informed, inclusive, and aligned with the lived experiences of those most impacted.

Once the consultation is complete, we will update our progress report to reflect the steps taken and any adjustments to timelines or strategies based on the feedback received.





## Conclusion

Over the next twelve months, we will continue to advance the implementation of our Accessibility Plan by closely monitoring our progress and aligning our efforts with the timelines and benchmarks outlined in the plan. As consultations with persons with disabilities are completed, we will refine our understanding of the barriers that exist within our organization and update our strategies accordingly to ensure meaningful, informed, and sustainable action.

We strongly encourage ongoing feedback from students, staff, and visitors through our established feedback process. This feedback is essential to identifying gaps, validating progress, and informing future improvements. All feedback received will be reviewed and categorized by theme, then used to shape future actions and updates to our Accessibility Plan.

We are committed to transparency and accountability in this process. A second progress report will be published to share updates on our implementation efforts, following which a new Accessibility Plan will be developed and released in accordance with the Accessible Canada Act.

Together, we are working toward a more inclusive and accessible environment for all.

