

# Seair Seaplanes

## Accessibility Progress Report

### General

Seair Seaplanes aims to offer a safe and respectful experience for all people with disabilities, ensuring everyone can participate equally. We are dedicated to finding and eliminating barriers hindering accessibility in our services, communications, and surroundings.

To develop this Progress Report, Seair Seaplanes has met its obligation under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR), providing updates on the progress Seair has made implementing its accessibility plan.

At Seair Seaplanes, we are eager to hear your thoughts on accessibility. We aim to inform our teams with the knowledge they need to make our services more accessible. The Safety Officer is designated to collect feedback on behalf of the company. Our Safety Advisory Group will also process this feedback, and based on what you share, they will involve other departments if needed. We keep all accessibility-related feedback in our internal system for seven years. We will respond to all feedback unless it is anonymous.

You can access our Accessibility Plan & Feedback Process directly from our website. Please use the contact information below to share your thoughts or request a different format (hard copy, large print and others can be made available), and we will respond with a solution using this timeline:

Print, large print, or an electronic format that is compatible with adaptive technology intended to assist persons with disabilities: 20 days after the day the request was received

Braille or audio format: 45 days after the day the request was received.

Email: [safety@seairseaplanes.com](mailto:safety@seairseaplanes.com)  
Phone: 1-800-447-3247  
Mailing Address: Safety Officer  
4640 Inglis Drive  
Richmond, BC  
V7B 1W4

### Feedback

Seair has received limited feedback to our accessibility plan, and none through our published feedback process. Positive feedback has been received regarding the wheelchair lift as well as opportunities with the Seair website to better comply with Web Content Accessibility Guidelines.

## Consultations

Seair Seaplanes has continued to consult with various third-party foundations that champion accessibility for people with disabilities travelling by seaplane to make it safe and efficient for all people. Seair has consulted, and will continue to consult, people with various disabilities to audit every aspect of the flight, from booking experience to the terminal environment and the duration of the flight, including the departure and arrival at each of our main bases.

Consultations Seair received included:

- YVR Passenger Programs – Terminal Journey Experience (Fall 2024)
  - Seair operates out of the YVR dock and YVR experts offer feedback and suggestions on how to better accommodate accessibility of our YVR terminal facility.
  - A plan is currently still in development through YVRRAA to improve accessibility of the terminal facility. Expected completion is Q4 2025.
- Destination BC (Spring 2025)
  - Passenger experience focus.
- Individuals with disabilities (ongoing)
  - Our website was a focus for booking and information. A plan to develop/rebrand with a different colour scheme is in development to aid in visual disabilities.
- Aircraft Access Solutions (ongoing)
  - Continually assessing improvements for the aircraft wheelchair lift – specifically aircraft specific modifications.

Seair is committed to continuing these consultations and adapting as necessary to create an accessible environment for all people.

## *Areas in Section 5 of the Accessible Canada Act (ACA)*

### Information & Communication Technologies (ICT)

Seair Seaplanes is working to redesign its digital platform to align with the Web Content Accessibility Guidelines. In addition to booking tours over the phone, customers are now able to book online as of Spring 2025. Included in the redesign will be a refreshed colour scheme; descriptions with every picture; and less words with a focus on plain language. Completion of this redesign is expected in the Winter of 2025.

### Communication, other than ICT

Each team member undergoes regular accessibility-based training to ensure they provide informed, respectful, and accessible service to everyone, including those with disabilities. Training is audited and updated annually.

### Procurement of Goods, Services & Facilities

Seair, operating out of the YVR Seaplane Dock, has worked with YVR Passenger Programs to improve access to the facility. Plans have been made and approved for automatic doors and accessible wheelchair access. Expected completion of the terminal changes is late 2025.

## Design & Delivery of Programs & Services

All staff at Seair Seaplanes must complete Disability Awareness online training. Our main goal at Seair is to ensure that everything we do is safe, efficient, and consistent, including ensuring our staff is working together to create an accessible environment for all people. We will continue to monitor our training and make necessary changes—if required—as technology evolves.

## The Built Environment

Seair is committed to making seaplane travel easily accessible for all our guests. Our standard is to make best efforts to provide seamless travel.

In addition to our complimentary wheelchair lift, Seair has aircraft boarding ramps and may provide wheelchair service at our three central seaplane terminal locations. During the past year, we have added a boarding ramp to Ganges Harbour, Salt Spring Island.

We continue to encourage any guests with mobility concerns to speak to one of our agents for more information on how we can assist with your seaplane travel.

## Transportation

Seair Seaplanes has agreements with the YVR South Terminal courtesy shuttle and the local taxi company to provide accessible transportation to and from our main Richmond terminal. Our Nanaimo base has a good working relationship with the local taxi company, and each of our main bases has an accessible drop-off space for vehicles, providing close proximity to the check-in terminals. We may require advance notice to meet passenger needs effectively, and we always strive to accommodate requests, even if notice is not provided.

## Provisions of CTA Accessibility-Related Regulations (Employment)

As a federally regulated air carrier, Seair Seaplanes adheres to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR), which are governed by the Canadian Transportation Agency. These regulations aim to eliminate barriers for individuals with disabilities.

To oversee the progress of our Accessibility Plan, Seair Seaplanes has an established Safety Advisory Group (SAG). This group of employees is responsible for discussing action items outlined in the plan, reviewing public feedback, and generating ideas to enhance accessibility within each department.