



Pacific Flying Club Accessibility Plan Progress Report 14 July 2026

Executive Summary

The *Accessible Canada Act* (the Act) requires Pacific Flying Club to prepare and publish an Accessibility Plan every 3 years. These plans show how we identify, remove and prevent barriers to accessibility for our employees and stakeholders. We publish annual progress reports to identify where progress has been made in areas identified as requiring further attention to removing barriers to accessibility. In order to develop this progress report, we've solicited feedback from employees and stakeholders.

Our vision at Pacific Flying Club is that everyone, including people with disabilities, can expect a Canada without barriers and be sure that opportunities and services are fully accessible.

In our initial report, we identified 7 desired objectives; one for each priority area:

- To enhance recruitment, retention, training, advancement, job satisfaction and support of employees with disabilities.
- To offer the highest level of accommodation for employees and guests with disabilities to use the facility based on available technology and standards.
- Employees and stakeholders can use Information and communication technologies (ICT) to engage in their work.
- Employees and stakeholders have the knowledge they need to do their work.
- To embed accessibility into our procurement philosophy.
- All members are able to access and experience our programs.
- Employees and members can access our premises autonomously during regular business hours.

All actions are intended to be taken in the short term (within one year). We know barriers experienced by people with disabilities persist and we are working towards a barrier-free work environment.



Accessibility Statement

Pacific Flying Club commits to work with employees and all stakeholders.

We commit to excellence in accessibility, through:

- Ensuring that people with disabilities can access and experience our programs and services.
- Ensuring that everyone is treated respectfully.

We believe in full inclusion. We will identify, remove, and prevent barriers for people with disabilities. These barriers stop people from:

- sharing their expertise
- participating
- being independent
- being involved

We will have barrier-free and inclusive:

- work areas
- meetings and activities
- communication
- information
- resources
- human resource policies

Consultations

We consulted stakeholders to help develop the plan. We identified two sets of stakeholders who identified as having disabilities. They were:

- employees
- members

Employees and PFC Club Members shared information on barriers at work and put forward possible solutions. They also provided recommendations on how the organization could improve accessibility. We identified a number of areas that required attention in our last report and this progress report will update improvements to those areas.



General

Alternate formats

Large print, print, braille, MP3 (audio), e-text, and DAISY formats are available for employees and members on request.

To request alternate formats of this plan:

1. Call us at 1-604-946-0011; or
2. Email us at aduimel@pacificflying.com

July 2026 Update: The email contact information has been revised to indicate that the Office Manager (Avyn Duimel) is the point of contact for requesting alternate formats of the plan. This should provide more timely responses to queries.

Feedback process description

Feedback from the public and employees

Pacific Flying Club aims to meet the highest standard of accessibility. Your feedback is important and necessary. We value the lived experience of people with disabilities. If you have questions or suggestions about our Accessibility Plan, or any issue related to accessibility on any of our platforms, send us your feedback at aduimel@pacificflying.com

Designated person to receive feedback

The Office Manager ([Avyn Duimel](#)) is responsible for receiving feedback from the public on the Accessibility Plan or any issue related to accessibility.

July 2026 Update: The Office Manger position will now include a personal point of contact ([Avyn Duimel](#)) with her office email address.

Feedback you can submit

You can submit feedback about the Accessibility Plan or any other barriers you encounter when dealing with Pacific Flying Club. We welcome your feedback on the accessibility of our:

- services
- offices
- website

How we will use your feedback

Your feedback will be used to:

- advance the objectives in our plan; and
- improve our overall accessibility.

Accessibility Plan Progress Report - 2026	 Pacific Flying Club www.PacificFlying.com 	HRC-006
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All feedback is taken seriously. Your feedback will be included in our progress reports, published in the years between our updated accessibility plans.

Confidentiality

We will share your feedback only with those employees directly involved in improving accessibility at Pacific Flying Club.

How to submit feedback

To submit your feedback about the Accessibility Plan or any other barriers you encounter when dealing with Pacific Flying Club, please use one of the methods below.

We will acknowledge all accessibility feedback we receive within 48 hours, except for feedback shared anonymously.

Email

aduimel@pacificflying.com

July 2026 Update: The email address for submitting feedback has been changed to provide a personal contact as shown.

Telephone

1-604-946-0011

Mail

Pacific Flying Club
Unit 4 - 4335 Skeena Street,
Delta, BC V4K 0A6



Priority areas under the Accessible Canada Act

Employment

We are committed to providing our employees with a barrier-free experience so that everyone has what they need to do their best work.

Objective

- To enhance recruitment, retention, training, advancement, job satisfaction and support of employees with disabilities.

Barrier 1

- Inflexible and often inaccessible application and hiring procedures.

Actions

- Applicants can submit documents to us in their preferred format.
- We will provide the name and position of the person to contact for more information about the job posting.
- We will provide accommodations throughout the application and hiring process.

Barrier 2

- Not reaching out to potential candidates with disabilities.

Action

- Our human resources department will fine tune the recruitment strategy to broaden our talent pool to include more people with disabilities.

July 2026 Update: Job posting templates were reviewed and will be revised to incorporate more inclusive language. Advertisements going forward will encourage applications from persons with disabilities and communicate our commitment to providing reasonable accommodations during the recruitment process, while ensuring compliance with applicable Transport Canada Civil Aviation (TCCA) regulations.

Barrier 3

- Using outdated or inappropriate language when speaking about people with disabilities.

Actions

- We will continue to educate employees, especially those who are new to the organization, about disability awareness and appropriate terminology.
- We will make inclusion, diversity, equity and accessibility (IDEA) an organization-wide competency.

July 2026 Update: Information and education regarding disability awareness have been added to our new-hire (onboarding) checklist.



The Built Environment

Objective

- To offer the highest level of accommodation for employees, members and guests, with disabilities to use the facility based on available technology and standards.

Barrier

- Certain elements of the office may not yet be fully accessible to everyone, whether that be employees or guests.

Actions

- We will review recommendations from employees.

July 2026 Update: A survey has been created and will be distributed annually to determine if there are areas that prevent access or learning as a result of the built environment. The survey questions will be a part of a broader performance survey provided in the fourth quarter of each year.

Information and Communication Technologies (ICT)

Information and communication technologies (ICT) covers all the hardware and software we use which allows our staff and stakeholders to share or do their work.

For example:

- our website
- our web applications, like Outlook
- documents we use like PDF and MS Word files, and presentations like PowerPoint
- staff mobile phones and tablets
- virtual meeting platforms like Zoom and Microsoft Teams

Objective

- Employees and stakeholders can use ICT to engage in their work.

Barrier 1

- Lack of knowledge or experience in the latest accessibility technology, which is always evolving.

Action

- We will provide training opportunities on accessible ICT.

July 2026 Update: As we gain knowledge in our dealings with people with disabilities, this training will be tailored and revised as required. To date, there have been no requests for adapted or amended training opportunities when using ICT.



Barrier 2

- Procurement of hardware and software that is sometimes incompatible with the needs of people with disabilities.

Actions

- We will coordinate hardware and software procurement in consultation with the intended user.
- We will include an accessibility assessment of ICT set up in the employee onboarding process.

July 2026 Update: As we gain knowledge in our dealings with people with disabilities, this training will be tailored and revised as required. To date, the onboarding process has not determined that there is an immediate requirement for an adjustment.

Communication, other than ICT

We use a number of communication formats to provide our staff and stakeholders with information. This information includes:

- Documents
- Announcements
- Memos and forms
- Presentations and videos
- Handouts or discussions at meetings
- Policies and guidelines

Objective

- Employees and stakeholders have the knowledge they need to do their work.

Barrier

- Employees and stakeholders sometimes experience inaccessible information and cannot complete their work.

Actions

- We will stay informed about new communications tools that could help us provide accessible information to employees.
- We will consult staff and stakeholders on which format(s) and support(s) would meet their needs.
- We will continue to provide employee training on communication strategies and making documents accessible.



The Procurement of Goods, Services and Facilities

Our procurement activities relate to the purchase of services and products. They extend to our employees and the public accessing our programs and services.

Objective

- To embed accessibility into our procurement philosophy.

Barrier

- Accessibility is not always considered during the procurement process due to lack of knowledge and understanding.

Actions

- We will equip employees involved in the procurement of accessible products and services with knowledge to understand the needs of people with disabilities.
- We will conduct an accessibility assessment of equipment and products purchased for employees. We will replace items that are not accessible, if possible.
- We will include information on the *Accessible Canada Act*, disability, accessibility and human rights in our on-boarding training.

July 2026 Update: On-boarding procedures include information as to how to contact us for problems that arise because of disabilities. Having a common point of contact will enable more timely and effective action and this is included in the training.

The Design and Delivery of Programs and Services

We are committed to making sure accessibility is at the core of the delivery and design of our programs and services.

Objective

- All members and employees are able to access and experience our programs.

Barrier

- Shared information is not always provided in formats that meet the needs of all users.

Actions

- When necessary,
 - We will include accessibility requirements for accommodations in the operating procedures used by employees.
 - We will provide guidance materials in plain language.
 - We will publish material in accessible formats.
- We will conduct future surveys with employees and members. Through the survey results, we will see how we can improve accessibility in the design and delivery of our programs and services.



July 2026 Update: We will conduct a survey with employees and members during the fourth quarter of each year so that results can be included in progress reports. However, people with disabilities are welcome to voice their concerns at any time, not just during the survey process.

Transportation

Objective

- Employees and guests can access our premises autonomously.

Barrier 1

- Employees and guests are unable to locate the office.

Action

- We will provide clear instructions and have an employee meet guests at the main entrance and guide them as required.

Barrier 2

- Insufficient parking or lack of accessible parking spaces nearby.

Action

- There is a parking lot next to the office. We will ask management to add additional accessible parking spaces requiring a tag.

July 2026 Update: Where access is required for persons with mobility issues, one of the Management parking spaces at the front door will be temporarily reassigned to accommodate the mobility aid (wheelchair, crutches, scooter, etc). To date, this has not been requested.

ADDITIONAL UPDATES

1. New construction of briefing rooms and classrooms on the lower floor of the facility were designed with accessibility concerns in mind. The new construction includes wider hallways, generous turn allowances for wheelchairs, and tables that accommodate various heights of mobility aids. Table spacing accommodates the movement of people using mobility aids.
2. Administration staff at the front desk have been briefed on the requirement to provide accommodation for those that cannot reach the reception desk due to its height. In addition, there are a number of briefing rooms and lobby areas on the lower floor that can be used for general administrative purposes where accessibility is a concern.
3. Photos of the new construction hallways and classrooms are attached as an appendix to this document.



Appendix A

Definitions

Accessibility

Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by all.

Barrier

The *Accessible Canada Act* defines a barrier as “anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability

The *Accessible Canada Act* defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

Inclusion

“Inclusion is an attitude and approach that embraces diversity and differences and promotes equal opportunities for all. Inclusion is not just about people with disabilities. When our communities include and embrace everyone, we are ALL better able to reach our full potential.”
— Inclusion BC



Appendix B

New Construction - Hallway Access to Accommodate Wheelchairs (2026)





New Construction – Adjustable Classroom Work Height Surfaces and Desk Spacing (2026)

