



**ACCESSIBILITY PLAN
SHOCK TRAUMA AIR RESCUE SERVICE
MAY 2025 ANNUAL PROGRESS REPORT**

General

Shock Trauma Air Rescue Service (STARS) published our first Accessibility Plan on June 1, 2024, which detailed our commitments to accessibility over a three-year period. Our Accessibility Plan (Plan) outlined our commitment to identify, remove, and prevent accessibility barriers for Persons with Disabilities. The Plan is aligned with the requirements of the Accessible Canada Act (ACA) and helps support inclusive and equitable participation for all.

The Plan outlined the actions we intend to take between 2024 and 2027 with respect to the six priority areas in the ACA that are applicable to STARS.

The priority areas are:

- Employment
- Built environment
- Information and communication technologies (ICT)
- Communication, other than ICT
- Procurement of goods, services and facilities
- Design and delivery of programs and services

Please note that transportation is not applicable to medivac organizations and therefore is not within the purview of our Plan.

This Accessibility Progress Report reflects actions taken from June 1, 2024, through to April 1, 2025, and may refer to actions taken after April 1, 2025, but prior to the publication of this report to provide further insight to our progress.

Alternative Formats

For anyone needing alternative formats, please contact us via the Feedback Mechanism defined within this report.

Process Summary

STARS created an Accessibility Governance Structure comprised of a Steering Committee and an Operating Committee.

The Steering Committee is comprised of Executive members whose role is to provide direction to the Operating Committee and to make strategic decisions.

The Operating Committee is comprised of key stakeholders, with representation from the priority areas, with the purpose of delivering on committed action items in our Accessibility Plan and establishing work teams within departments to assist and offer valuable feedback.

With a focus on enhancing communications with Team Members, STARS created an Accessibility section on our intranet site as a focal point for our Accessibility Plan, resource materials, latest news, and contacts. For members of the public, our 2024-2027 Accessibility Plan has been posted on the Leadership & Governance section of [STARS.ca](https://stars.ca).

Throughout, we have continued to monitor the feedback mechanism which was established for the purpose of receiving and addressing feedback regarding the implementation of our Plan. Team Members and members of the public were invited to communicate with us at:

STARS

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Feedback submitted via the Feedback Mechanism will be considered by the Steering and Operating Committees.

Progress Against Action Items in Priority Areas

The following sections outline our action plans across the applicable priority areas for Year 1.

Employment

| Action Item | Progress Update |
|---|--|
| Job postings to state whether there are bona fide physical job requirements up front. | <ul style="list-style-type: none"> Where applicable, job postings now state when there are bona fide physical job requirements. Physical requirements are discussed during the interview process, and candidates are provided with a copy of the Physical Demands Analysis (PDA) for the job. |
| Ensure team member return-to-work plan templates with our third-party insurance providers (e.g., short-term and long-term disability) include reasonable accommodation. | <ul style="list-style-type: none"> Return to work plan templates were created for team members on short-term and long-term disability and include reasonable accommodation. These templates have been introduced with our third-party insurance providers and are being used. In addition, we have created a process, flow charts, and HR guidelines to ensure any reasonable needs for accommodation are considered prior to a Team Member returning to work. Training was provided for the Human Resources team on the accommodation process, tools, and liaising with third party insurers. |

Design & Delivery of Programs and Services

| Action Item | Progress Update |
|--|---|
| Create a standardized accessibility template / checklist for STARS organized events with accessibility in mind (e.g. venue accessibility, parking, | <ul style="list-style-type: none"> The 'Accessibility Checklist – STARS Internal Signature Fundraising Events' document has been created and is being utilized. Its purpose is to provide organizers with a list of features to ensure fundraising events are accessible for all (e.g., venue accessibility, layout, food & refreshments, safety and training of event volunteers etc.). |

| Action Item | Progress Update |
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| restrooms, set up, food & refreshments etc.) | <ul style="list-style-type: none"> Additional resources were created with a focus on creating awareness with our Community Engagement team and published for all Team Member awareness on our intranet site. Of note are the 'Disability Etiquette Basics' which outlines ways to show respect and how to create a welcoming environment for all, and 'Accessibility Guidelines for Speakers and Moderators' which focuses on best practices to ensure everyone is able to participate without barriers. |
| Identify and prioritize accessibility components / considerations per event (e.g., the STARS & Spurs Gala event will have different requirements than an outdoor event). | <ul style="list-style-type: none"> A list identifying and prioritizing accessibility components for our Internal Signature Fundraising Events has been created and introduced to our Community Engagement team. |

Information and Communication Technologies (ICT)

| Action Item | Progress Update |
|--|---|
| Review of Web Content Accessibility Guidelines (WCAG) requirements, identify and prioritize actions STARS will strive to achieve on our intranet site and website. | <ul style="list-style-type: none"> A review of the Web Content Accessibility Guidelines (WCAG) requirements has been completed. A priority list has been established focusing on ensuring our website is WCAG 2 Level AA compliant by September 2026. |

| Action Item | Progress Update |
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| <p>Additional unplanned actions taken to support this priority area</p> | <ul style="list-style-type: none"> • Created the Accessibility section on our intranet site as a focal point for our Accessibility Plan, resource materials, latest news, and contacts. • Created a section on our website to make our 2024-2027 Accessibility Plan visible to the public. |
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Communication (other than ICT)

| Action Item | Progress Update |
|---|---|
| <p>Explore initiatives to spread awareness on accessibility and create a more inclusive culture within the workplace (e.g. disseminating information to all team members in recognition of National AccessAbility Week, World Mental Health Day etc.)</p> | <ul style="list-style-type: none"> • Created and launched “Days to Acknowledge” calendar for 2025. These are nationally or internationally recognized days to enhance understanding around a variety of disabilities, with the goal of creating more supportive, accessible, connected, and equitable communities for all. • Days to Acknowledge are shared and presented on at our organization -wide ALLSTARS meeting, when Team Members gather virtually and physically at our workplaces. Information and presentations are then posted on our intranet site. |
| <p>Review and prioritize documents for plain language enhancement and accessibility on our websites and intranet by business area.</p> | <ul style="list-style-type: none"> • A list identifying and prioritizing documents for plain language enhancements and accessibility has been created and added to our Marketing & Communications deliverables for completion in Year 2 of our accessibility Plan. |
| <p>Become familiar with alternative formats available for accessibility (e.g., font-size options). Select one alternative format for implementation.</p> | <ul style="list-style-type: none"> • Review of alternative formats completed. • The alternate format chosen is ensuring transcripts for all videos displayed on Stars.ca website by September 2026. |
| Action Item | Progress Update |

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|--|---|
| <p>Create the option for a Personalized Emergency Response Plan (ERP) template for team members with a temporary or permanent disability. Ensure this is incorporated into processes and communicated to team members.</p> | <ul style="list-style-type: none"> • Renamed to Personalized Workplace Emergency Plan (PWEPE). Created PWEPE Guidelines, Form, and posters. • Launched across the organization via email, posted on the internet, trained Emergency Wardens, and promoted with STARS' Health & Safety Committee Members and Human Resources team. |
| <p>Additional unplanned actions taken to support this priority area</p> | <ul style="list-style-type: none"> • In addition, our Winnipeg location had four automatic door openers installed in our current facilities. • Universal design, as per CSA National Standard Accessibility for Built Environment, have been incorporated into our Winnipeg location expansion and shared with architectural firm for new Calgary location renovations which are in the planning stage. |

Consultations

In alignment with our Plan to enhance our culture of accessibility and inclusiveness, we gathered Team Member feedback by including a question in our 2024 Engagement Survey to understand how much Team Members feel STARS promotes Equity, Diversity, and Inclusion (EDI). STARS received a favorable score of 66% with no anonymous written responses related to EDI. This is an increase of 2% over the 2022 Engagement Survey. Of note is that, at the time of the survey, STARS was fairly early in our work on both EDI and Accessibility.

In December 2023 STARS conducted a confidential Team Member Self-Identification process to better understand the make up of our workforce that aligned with the four categories of designated groups of: gender, Indigenous peoples, visible minority / racialized person, and person with disabilities. Commencing January 2024 all new hires have been

asked to complete the confidential self-identify questionnaire. In our communications, Team Members are asked to provide consent for STARS to contact them regarding Equity, Diversity, and Inclusive initiatives. This aligns with a focus on confidentiality and respecting Team Members' requests. This information is analysed throughout the year and, at the time of creating this report, there were no Team Members who identify as a person with a disability and that gave consent for the organization to contact them. We will continue to strive to increase awareness and encourage all Team Member's participation and consultation.

Prior to submission to the federal government, this progress report was reviewed and feedback gathered from Excellence Canada's Accessible Canada Act Review Committee made up of persons with disabilities. Excellence Canada is a consulting firm with deep expertise in this area. Committee members identify as having one or more disabilities. Disability types represented were learning, mental health, autism, mobility, and vision. In addition, STARS sought the feedback from our internal Steering and Operating Committees.

Our intent was also to include feedback from Team Members and members of the public who were invited to provide feedback to STARS via the published feedback mechanism outlined in the Plan as well as through the Operating Committee members. At the time of this report, we have not received any verbal or written feedback or suggestions.

We will continue to encourage feedback so that it can be reviewed and incorporated in to future plans when possible.

Persons with Disabilities Feedback Summary

STARS is clearly making progress and has provided a report showing a positive direction. The review committee appreciated the clarity of the document, its plain language, and its positive tone. Overall, the committee spoke to strong consideration for all types of disabilities.

All of STARS' priority areas identified early in this report received positive feedback. The review committee spoke highly of our Personalized Workplace Emergency Plan, communicating the physical job requirements in the hiring process, and consideration for use of plain language.

A suggestion was to include our Very Important Patients (VIPs) as a stakeholder group. STARS plans to engage with our VIPs as a consultation group in year two of our three-year plan. The review committee also made a suggestion to further consider lighting options to address varying sensory needs.

Forward-looking Statement

STARS' intention is to commit to actions identified in our Plan and Progress Report with the goal of identifying, preventing, and removing accessibility barriers for persons with disabilities. Notwithstanding this, we wish to advise that risks and events outside of our control may hinder our ability to deliver on these actions within stated timeframes or at all, in spite of best efforts.

Feedback Mechanism

We value your feedback on this Progress Report and our ongoing Plan. We will endeavour to acknowledge receipt of any feedback as soon as possible in the same format it was received and shall retain copies of feedback received. Feedback will be used to help shape the continuous improvement of our accessibility commitments.

Please contact us at:

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