



**ACCESSIBILITY PLAN
SHOCK TRAUMA AIR RESCUE SERVICE
MAY 2026 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 (the 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 scope of our Plan.

This Accessibility Progress Report reflects actions taken from June 1, 2025, through to April 1, 2026, and may refer to actions taken after April 1, 2026, 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 has maintained its Accessibility Governance Structure comprised of a Steering Committee and an Operating Committee.

The Steering Committee is comprised of an Executive sponsor whose role is to provide direction to the Operating Committee and to make strategic decisions, alongside Executive members with accountability for actions in the Plan.

The Operating Committee includes key stakeholders representing the priority areas and is responsible for delivering on committed action items in the Accessibility Plan, as well as establishing departmental work teams to provide support and feedback.

With a focus on enhancing communication 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 in the Leadership & Governance section of [STARS.ca](https://stars.ca).

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 reviewed by the Steering and Operating Committees.

Year 2 Progress Against Action Items in Priority Areas

The following sections outline our action plans across the applicable priority areas for Year 2.

Employment

Action Item	Progress Update
<p>Identify & prioritize what accommodation can be provided (e.g., technology & physical components of each base)</p>	<ul style="list-style-type: none"> • Created the Accessibility & Accommodation FAQ which outlines the types of workplace accommodations that are currently available (e.g., assistive technologies, flexible work arrangements) and introduces the Individual Accessibility Plan, its purpose, what it covers, and who workers can contact for support or to initiate a request. This has been shared on our intranet. • Prepared an HR Accommodation Report which provides a summary of current accommodations that are in place across the organization. It categorizes accommodations by disability type – such as speech, hearing, mobility, etc. • Implemented an Ergonomic Assessment Policy and Procedure in partnership with Safety for workers requiring an ergonomic assessment. • Accommodation Prioritization Report designed to identify the recommended accommodations for the Steering Committee and Executive to consider. Implementation of decisions made will commence in Year 3 – 2026/27.

Design & Delivery of Programs and Services

Action Item	Progress Update
<p>Inform members of public about accessibility features in invitation, promotional materials, and on STARS.ca, Upcoming Events</p>	<ul style="list-style-type: none"> • STARS organized events now include accessibility features, and we invite attendees, donors, and community support to contact us with any accessibility needs. The event specific features are posting on our website and will also appear on the new event website currently being developed.
<p>Develop guidelines and educate those involved in volunteer recruitment on inclusive practices (Recruitment – Onboarding of Volunteers)</p>	<ul style="list-style-type: none"> • Volunteer Onboarding Event Accessibility Guidelines have been developed and adopted. These guidelines support STARS volunteers in creating welcoming, inclusive environments and in interacting respectfully with people with disabilities. They emphasize clear communication, dignity-first approaches, and foundational disability-etiquette principles to ensure volunteers feel confident and prepared. • Procedures for Volunteer Accessibility Guidelines have also been adopted. These procedures outline responsibilities of the Team Lead, Volunteer & VIP Programs and the designated event lead ensuring that all volunteers receive consistent accessibility training.
<p>Update Event Toolkit and request third-party event proposals include accessibility statement and details of how the event will incorporate accessibility</p>	<ul style="list-style-type: none"> • Event Toolkit has been updated with Accessibility Statement and asking third-party event partners to consider accessible features of fundraising initiatives. Accessible features will be highlighted on STARS.ca within the event listing.

Communication (other than ICT)

Action Item	Progress Update
Develop communication guidelines that include plain language and consideration of accessible format/s identified	<ul style="list-style-type: none"> • Communication Guidelines have been deferred to Year 3.
Implement documents prioritized for plain language enhancements in Year 1. (Review and prioritize documents for plain language enhancement and accessibility on our websites and intranet by business area.)	<ul style="list-style-type: none"> • Implemented plain language standards for intranet home page, news section, and events page. • Refreshed STARS.ca website which is fully compliant with Web Content Accessibility Guidelines (WCAG).
Become familiar with alternative formats available for accessibility (e.g., font-size options). Select one alternative format for implementation	<ul style="list-style-type: none"> • Closed captioning is the alternative format chosen. • Implemented closed captioning on all video content created since the start of 2025. • Closed captioning is now an organizational standard for all video content. • All videos on STARS.ca will be updated to include closed captioning by September 2026.

Procurement - Year 2 had no action items.

Built Environment - Year 2 had no action items.

Year 1 Carried-Forward Successes and Additional Achievements in Year 2

Communication (other than ICT)

Year 1 Carried-Forward Successes	Progress Update
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.)	<ul style="list-style-type: none"> • As a continuation from 2025, created and launched “Days to Acknowledge” calendar for 2026 that are most relevant to our industry/workplace. 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 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.

Information and Communication Technologies (ICT)

Action Item – Carryover from Year 1	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 priority list has been established focusing on ensuring our website is WCAG 2 Level AA compliant by September 2026. • Our intranet has built-in accessibility capabilities. Developed Guidelines for users on how to optimize internet for personal experience. (E.g., high contrast settings).
Additional Achievements	Progress Update
Incorporate accessibility guidelines in website review and update	<ul style="list-style-type: none"> • See above – website is underway and we will have further guidance for teams using the intranet available to ensure they can change their settings as needed.

Consultations

As a follow up to the Consultation recommendation in our Year 1 Annual Report, in February 2026, STARS established an Accessibility Review Committee comprised of our Very Important Patients (VIPs), family members of VIPs, and a STARS Team Member (employee). Our VIPs are individuals who experienced a medical emergency requiring time-sensitive critical care and were transported by STARS as part of their lifesaving journey. Members of STARS Accessibility Review Committee either identify as a person with a disability or have lived experience supporting someone with a disability. Disability types and lived experience represented are physical, sensory, and cognitive/developmental.

The purpose of the committee is to serve as a consultative resource for STARS' accessibility plans and annual progress reports. This is done by:

- Reviewing and offering constructive feedback on plan and progress reports
- Offering insight and perspective to STARS' Accessibility Project Leads
- Reviewing and providing feedback on our future accessibility plans

All Accessibility Review Committee Members received a role description, completed an application form, were asked to voluntarily complete a confidential Self-Identification form, and to attend a committee onboarding session.

Prior to submission to the federal government, this progress report was reviewed, and feedback was gathered from our Accessibility Review Committee. In addition, STARS sought feedback from our internal Steering and Operating Committees.

Since December 2023, STARS has continued a process to better understand the make up of our workforce that aligns with the four categories of designated groups of: gender, Indigenous peoples, visible minority / racialized person, and person with disabilities. Since that time, all new hires have been asked to complete a voluntary 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. We will continue to strive to increase awareness and encourage all Team Member's participation and consultation.

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

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

Persons with Disabilities – Accessibility Review Committee Feedback Summary

All STARS' priority area action items received positive feedback from the review committee. The committee spoke very highly of the Volunteer Onboarding Event Accessibility Guidelines, with particular praise for the Disability Etiquette section. They described these guidelines as exceptional and noted their strong, positive impact from the perspective of a person with a disability.

The committee was also pleased to learn that STARS has built on a Year 1 success by continuing to raise awareness through nationally and internally recognized Days to Acknowledge, which help enhance understanding of a variety of disability types. Of note, was the internal World Hearing Day article featuring an interview with a STARS Team Member impacted by hearing impairment.

Additionally, the committee provided valuable feedback on opportunities to improve how STARS communicates the accessibility features of our public events. This feedback will be thoughtfully considered as we plan future events.

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, despite 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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