



**ROCKY MOUNTAINEER®**

# Rocky Mountaineer Accessibility Plan

**June 2023**

**(revised December 2023)**

# 1. General

## **Statement of Commitment**

At Rocky Mountaineer, we are committed to ensuring accessible and inclusive environments for our guests and our team members. Our commitment to accessibility is reflected in our organizational values and demonstrated in our efforts as an [equal opportunity employer](#) and our attention to the [mobility and accessibility](#) needs of our guests. While we have put measures in place over the years to remove barriers within our journey experience and in the workplace, we recognize that advancing accessibility requires continuous reflection, review, and improvement.

## **Developing the plan**

To inform the development of our Accessibility Plan, we conducted an initial review of our operations to identify existing barriers and explore what actions we could take to meaningfully address these barriers over the lifecycle of this plan (2023-2025). Guided by the [Principles of Accessibility](#) as outlined in the [Accessible Canada Act \(ACA\)](#) and our obligations under the [Accessible Transportation Planning and Reporting Regulations \(ATPRR\)](#), our Accessibility Plan aims to increase our understanding of barriers to accessibility and provides a three-year roadmap to improving accessibility across our operations. As part of our commitment to continuous improvement, we recognize that this work, along with our Accessibility Plan, will continue to evolve; therefore, the goals set out in the plan are intended to be directional and are not exhaustive. This plan has a three-year lifecycle. Progress reports will be published annually over the next two years.

We worked with the Canadian National Institute for the Blind (CNIB) in the development of our first Accessibility Plan. As outlined in the “Consultations” section of this plan, we will continue to collaborate with the CNIB and other community partners as well as our team members and guests to further refine the plan and support its implementation.

### **Feedback and Contact**

We welcome feedback about our Accessibility Plan to identify and address barriers across our operations. Anonymous feedback is also accepted.

Feedback can be shared through the following channels:

- Email: [accessibility@rockymountaineer.com](mailto:accessibility@rockymountaineer.com)
- Phone: 1-800-653-4105 (Rocky Mountaineer Guest Experience Centre)
- Mail: Compliance Manager  
Rocky Mountaineer  
1100-980 Howe Street  
Vancouver, BC V6Z 1N9

Any feedback that we receive, other than anonymous feedback, will be acknowledged in the same manner in which it was received.

### **Alternative formats**

The Accessibility Plan can be made available in the following alternative formats:

- Print
- Large print (increased font size)
- Braille (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- Audio (a recording of someone reading the text out loud)

- Electronic formats that are compatible with adaptive technology

You can request alternative formats of this plan and a description of our feedback process by contacting us using the methods listed above.

## 2. Information and Communication Technologies (ICT)

### **Accessibility Goals**

- We will perform an analysis of our accessible communications to identify any gaps in our current systems and processes and develop plans to address them moving forward.
- We will perform a full-scale accessibility audit of our website to ensure it meets accessibility standards, including Web Content Accessibility Guidelines (WCAG) Level AA conformance.
- We will communicate our commitment to accessibility and support for people with disabilities on our website and will work to make it easier to navigate to the accessibility information.
- We will explore implementing the use of additional media formats to have prerecorded/written announcements available in both audio, visual, and start-stop options.

## 3. Communication (other than ICT)

### **Accessibility Goals**

- We will review our Call Centre communication and training to ensure they meet accessibility standards (i.e., plain language).
- We will regularly audit our employee experience and the end-to-end guest experience to identify potential improvements and refine our action plan to

address accessibility.

- We will conduct an audit of our guest-facing onboard communications materials (e.g., menus, brochures) to identify potential barriers to accessibility.

## 4. Procurement

### **Accessibility Goals**

- We will ensure that accessibility is considered in the initial stages of all relevant projects.

## 5. Design and delivery of programs and services

### **Accessibility Goals**

- We will consult with community partners and people who represent a broad range of disabilities to lend their knowledge and experience to improve the accessibility of our operations.
- We will review our accessibility-related training programs for all employees to ensure any gaps in the current program are addressed.
- We will continue to redesign our training courses to make sure our staff are equipped with the tools to serve our guests well.
- We will review our recruitment and retention processes to identify opportunities to be more accessible and inclusive.

## 6. Transportation

### **Accessibility Goals**

- We will analyze our trains and motorcoaches for boarding, de-boarding, and onboard movement to identify and address barriers to access for people with

disabilities.

## 7. Built Environment

### **Accessibility Goals**

- We will apply a guest- and employee-centric approach to analyzing barriers in our built environments (e.g., trains, stations, guest centres, workplaces) and develop accessibility standards that guide the development of new spaces and the refurbishment or purchase of new trains.
- We will review our emergency response plan to ensure that we are meeting accessibility needs when there is an emergency.

## 8. Provisions of [Canadian Transportation Agency \(CTA\)](#) Accessibility-Related Regulations

As part of our initial review, we identified the following areas that will require further consideration and planning to remediate as part of our compliance with CTA accessibility-related regulations:

### **Disability/Mobility Request**

Rocky Mountaineer currently advises our guests that changes to mobility requests may not be able to be accommodated within 10 days of departure due to penalty clauses with our partner hotels. We recognize that this is non-compliant with the CTA's 48-hour requirement.

### **Train Elevators**

We recognize that the current elevators on our trains only support up to 272 kg which does not meet the 363 kg minimum standard required by the CTA. When possible, we

will increase the capacity of the elevators.

### **Safety Cards/Communication in Braille**

We recognize that our menus, seating, safety/emergency exits, and onboard commentary are not currently available in braille. To compensate for this, our onboard hosts are available to help with auditory assistance upon request and provide ongoing auditory communication to guests. Safety information is also communicated by onboard hosts at the start of and throughout the journey.

## **9. Consultations**

At Rocky Mountaineer, we understand that people are critical to identifying and removing barriers. Our guests, employees, and community partners help us to identify, understand, and remove barriers they experience.

### **Our Guests**

We aim to provide a seamless guest experience. To ensure we are aware of and can address the needs of our guests, we seek feedback and reviews of their experiences. This is done through direct conversations during their travels, through a post-travel survey, and via our Guest Experience Centre at any time.

### **Our Employees**

We prioritize cultivating inclusive and welcoming workplaces for our employees. To ensure we can meet their needs and are aware of any challenges they face, we regularly seek their input and feedback. We do this through direct conversations, consultation sessions, annual engagement surveys, and an always-on feedback channel for team members to submit their concerns and ideas for improvement.

## **Community Partners**

To develop this plan, we consulted with the Canadian National Institute for the Blind (CNIB) in the three months leading up to the publishing of our Accessibility Plan. The CNIB provided guidance on content and made recommendations on activities to consider as part of our long-term planning. We continue to work with the CNIB in refining our plan and in the auditing of our website. We have also consulted with a member of the Accessibility Standards Canada Built Environment Technical Standards Committee, which sets accessibility standards under the Accessible Canada Act, to discuss the built environment in relation to our business. We continue to expand our partnerships with organizations representing people with disabilities and engage individuals with lived experience in order to identify barriers, and to develop and prioritize projects to address those barriers.

## **10. Conclusion**

At Rocky Mountaineer, we are committed to improving accessibility across our operations and will continue to learn and refine our Accessibility Plan and program through ongoing consultation, continuous refinement, and feedback.





ROCKY MOUNTAINEER®

# Rocky Mountaineer Progress Report

**June 2024**

# 1. General

## **Feedback and Contact**

We welcome feedback about our Accessibility Plan and Progress Report to identify and address barriers across our operations. Anonymous feedback is also accepted. Feedback can be shared through the following channels:

- Email: [accessibility@rockymountaineer.com](mailto:accessibility@rockymountaineer.com)
- Phone: 1-800-653-4105 (Rocky Mountaineer Guest Experience Centre)
- Mail:       Manager, Compliance  
              Rocky Mountaineer  
              1100-980 Howe Street  
              Vancouver, BC V6Z 1N9

Person designated to receive feedback on behalf of Rocky Mountaineer:

**Peter Jones, Manager, Compliance**

Any feedback that we receive, other than anonymous feedback, will be acknowledged in the same way it was received.

# 2. Information and Communication Technologies (ICT)

## **Accessibility Goal Updates**

- An accessibility audit of our website was completed, including the audit of Web Content Accessibility Guidelines (WCAG) Level AA conformance. Rocky Mountaineer is working to analyze the findings and implement the recommendations.
- Rocky Mountaineer has communicated its commitment to accessibility and support for people with disabilities on our website.

### 3. Communication (other than ICT)

#### **Accessibility Goal Updates**

- Rocky Mountaineer recognizes the current limitations of its communications to people with disabilities, onboard and off its trains, and has reached out to the Canadian National Institute for the Blind (CNIB) for alternative communication methods (e.g. Braille) required upon request.

### 4. Procurement of goods, services and facilities

#### **Accessibility Goal Updates**

- Manager, Compliance is now involved with departmental projects to ensure that accessibility is considered at the initial stages of development.

### 5. Design and delivery of programs and services

#### **Accessibility Goal Updates**

- Destination BC, in conjunction with Spinal Cord BC, performed a review of our station, the boarding and deboarding process for the trains, as well as onboard movement on the train itself; and provided a report to Rocky Mountaineer with findings including areas for improvements. Rocky Mountaineer is in the process of analyzing information to identify areas where barriers can be removed.
- The accessibility-related training programs for all employees were reviewed by the Manager, Compliance and recommended improvements are being implemented.

### 6. Transportation

#### **Accessibility Goal Updates**

- Destination BC, in conjunction with Spinal Cord BC, performed a review of the boarding and deboarding process for the trains and provided a report to RM with findings including areas for improvements. RM is in the process of analyzing

information to identify areas where barriers can be removed.

## 7. Built Environment

### Accessibility Goal Updates

- Destination BC, in conjunction with Spinal Cord BC, performed a review of our Station as well as the onboard movement on the train itself; and provided a report to RM with findings including areas for improvements. RM is in the process of analyzing information to identify areas where barriers can be removed.
- Other accessibility-related progress: Rocky Mountaineer has added more seating to its Vancouver Station to provide more resting areas for people waiting for the train.

## 8. Provisions of [Canadian Transportation Agency \(CTA\)](#) Accessibility-Related Regulations

The CTA Accessibility-related regulation applicable to Rocky Mountaineer is the *Personal Training for Assistance of Persons with Disabilities Regulations*.

Rocky Mountaineer aims to have all employees and contractors who provide transportation-related services, and who may be required to interact with the public or to make decisions in respect providing service for persons with disabilities, receive an appropriate level of training.

## 9. Feedback Information

Rocky Mountaineer had external audits completed on both its customer-facing websites and its built environments (train station and train). The findings are in the process of being analyzed for feasibility of implementation.

In response to guest feedback, Rocky Mountaineer contacted a hotel supplier to review the process to ensure accessible hotel rooms are available to meet guest needs. The hotel partner completed an internal investigation and has put controls in place to ensure rooms booked are available to meet guest needs.

## 10. Consultation

Rocky Mountaineer consulted with CNIB on the audit of its website; and with Destination BC/Spinal Cord BC on the audit of its station and train. This included in-person consultations with individuals who have disabilities.