

AODA MULTI-YEAR ACCESSIBILITY PLAN

Introduction

Sharp Bus Lines Limited strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Sharp Bus Lines is taking to meet those requirements and to improve opportunities for people with disabilities. In doing so, we affirm our commitment to providing quality services, training and communication in a manner that respects the dignity and independence of persons with disabilities.

Our plan shows how Sharp Bus Lines Limited will play its role in making Ontario an accessible province for all.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that Sharp Bus Lines Limited has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2021-2026).

Statement of Commitment

Sharp Bus Lines Limited is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Accessibility Plan

Customer Service

Commitment

We are committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Sharp Bus Lines Limited is committed to meeting its current and ongoing obligations under the Human Rights Code respecting non-discrimination. We are committed to excellence in serving all customers including people with disabilities.

Action Taken

The following measures have been implemented by Sharp Bus Lines Limited:

- Implementation of global Accessible Customer Service Policy which is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.
- Alternative methods of customer service are available, when requested
- We offer various methods of contact such as online, over the phone, in writing, or through a support person
- Through initial and ongoing training, staff are trained on how to communicate and provide the best possible customer service to all customers, including persons with disabilities.

Planned Action

- Management will receive specialized Diversity, Equity and Inclusion training as it pertains to the workplace to identify and remove barriers to inclusive services and employment
- Additional training to ensure all staff are familiar with various assistive devices that may be used by customers with disabilities

Accessible Emergency & Safety Information

Commitment

Sharp Bus Lines is committed to providing its customers and employees with publicly available emergency and public safety information in an accessible way upon request. We are committed to providing workplace emergency and response information to people with disabilities in various formats, when requested. We are committed to providing employees and visitors with emergency information, plans or safety information in an accessible way upon request.

Action Taken

- Floor plans of each physical location are posted in general areas for all employees to see and review, with emergency exits clearly marked
- Fire extinguisher and eye wash station are visible, marked and easy to access for all employees
- Able to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practicably possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the workplace emergency response information will be given to the designated employee.

- Emergency procedures, plans and public safety information that are prepared by Sharp Bus Lines and made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Planned Action

- Creation of Emergency Procedure Plan with identification of key building members and their responsibilities in the event of an emergency
- All employees will read and sign off on their knowledge of the Emergency Procedure Plan to verify that they have read and understand the policies

Training

Commitment

We are committed to training staff in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. We will train our employees on accessibility as it relates to their specific roles.

Action Taken

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability
- Ensure all employees are trained on accessibility needs
- Keep and maintain a database of the training participant's names and dates of completion

Information and Communication Standards

Feedback, accessible formats and communication supports

Commitment

We are committed to making our information and communications accessible to people with disabilities. We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Action Taken

- An online feedback process has been established where users can select their preferred method of contact; where users are not able to submit feedback online, other options are available such as telephone, through writing or email, or in person.
- All feedback received is responded to in the users preferred method.

- Implementation of Accessible Feedback Policy to ensure equal access and participation for people with disabilities.

Planned Action

- Captioning option to be added and required in the future for all videos owned or created by Sharp Bus Lines Limited
- Implementation of an “Accessible Format Request Form” to be available online for completion by the public, employees or other stakeholders to request documentation in an accessible format. An internal process will be put in place for fulfilling the accessible format request.
- Any documents distributed to all staff will be formatted in a sans serif typeface with a minimum 12-point font for increased accessibility

Accessible websites and web content

Commitment

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario’s accessibility laws.

Action Taken

- Implementation of new, highly user-friendly website that follows Web Content Accessibility Guidelines in accordance with Ontario’s accessibility laws

Employment

Commitment

Sharp Bus Lines is committed to ensuring that our recruitment and assessment process are fair and accessible. We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Action Taken

- All job descriptions list our commitment to inclusivity, diversity and accessibility for all people, noting that accommodations will be made for those who require it
- Ability to interview through various methods such as by phone, video or in person
- Implementation of Individual Accommodation Plan & Individual Accommodation Plan Process to ensure we are able to identify and meet employee accommodation needs

For More Information

For more information on this accessibility plan please contact:

John Prendergast

Senior Vice President, Sharp Bus Lines Limited

T: 519-751-3434 x1038 | F: 519-753-9113

jrp@sharpbus.com

Standard and accessible formats of this document are available on request.