

Accessibility Plan and Policies for Ontario Northland

This 2014-21 accessibility plan outlines the policies and actions that Ontario Northland will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Ontario Northland is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

GENERAL:

Accessible Emergency Information

Ontario Northland is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Ontario Northland will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on Human Rights Legislation as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Ontario Northland will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **2014**:

- Ensure training is included in new employee orientation process;
- Ensure accessibility training is included in annual customer service refresher training.

Kiosks

Ontario Northland will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**:

- Currently not a consideration but if and when deployed, kiosks will meet accessibility requirements.

Information and Communications

Ontario Northland is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Ontario Northland will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by **2014**:

- Audit existing websites and develop plan for compliance;
- Ensure new websites and content are compliant.

Ontario Northland will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **2014**:

- Ensure that existing feedback processes for in person, email, telephone and online comment areas are available and in appropriate accessible formats;

- If social media channels are introduced, ensure that accessibility inquiries/comments are responded to in an appropriate manner.

Ontario Northland will take the following steps to make sure all publicly available information is made accessible upon request by **2015**:

- Ensure that information on how to access alternate formats is available to employees to fulfill the request and to the public.

Ontario Northland will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **2021**:

- Ensure that websites and content are WCAG 2.0, Level AA compliant through development planning and audits.

Employment

Ontario Northland is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested,

Ontario Northland will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Include a statement in job opportunity postings that accommodation is available upon notification/request;
- Provide accommodation during recruitment and hiring process.

Ontario Northland will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Policies and practices for accommodation and return to work committees to meet on an ongoing basis and/or individual basis are in place

- Review existing practices and methods to ensure that all protocols are in accordance with collective agreements

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **Ontario Northland** is using performance management, career development and redeployment processes:

- Provide accommodation during performance management, career development and redeployment processes as required on an individual basis.

Ontario Northland will take the following steps to prevent and remove other accessibility barriers identified:

- Ensure accessibility is addressed in scheduled audits and reviews of practices, processes and facilities;
- Conduct annual meetings with disability groups to ensure service delivery meets accessibility requirements.

Transportation:

Ontario Northland will take the following steps to enhance accessibility of the conventional transportation services provided by **2017**:

- Ensure that pre and on board announcements are available through electronic means and are legibly and visually displayed through electronic means.

For more information

For more information on this accessibility plan, please contact the Director Passenger Operations at:

- Phone: 1.800.363.7512
- Email: passengercare@ontarionorthland.ca

Accessible formats of this document are available free upon request.