

Accessibility Plan Annual Status Report

Prepared: December 2019

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.

Purpose

This Accessibility Plan annual status report is prepared annually to update about Ontario Northland's Accessibility Plan and Policy 2014-21. This status report provides the progress of measures taken to implement the strategy, including steps taken in compliance with the regulation (O. Reg. 191/11 Integrate Accessibility Standards under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11).

Training

Ontario Northland provides accessibility training for all employees. This includes Human Rights and AODA training and Transportation and AODA training. These training modules include a quiz and are delivered to all new employees at employee orientation (takes place once per month) and refresh training is as-required.

Kiosks

Ontario Northland has not deployed any public kiosks and has no plans to at this time. If deployed, kiosks will meet accessibility requirements.

Information and Communications

Existing websites, feedback processes and social media channels and content are compliant or have a plan to improve compliance. See update below in 'Planned for 2020' for details of our ongoing activities to improve compliance for online ticket sales and related content.

Employment

Ontario Northland complies with its multi-year accessibility plan for advertising of employment and accommodating people with disabilities during the recruitment process including during interviews. Accommodation is considered and utilized in return to work practice, during performance management, during career development and redeployment processes. Accessibility barriers are part of the workplace health and safety committee checklists for workplace audits.

Completed in 2019

Ontario Northland continues to pursue and promote accessibility in all of our services. In 2019 there were several projects that have improved our accessibility. The following are some highlights:

- Ontario Northland launched a marketing campaign in 2019 featuring wheelchair access to our motor coach (bus) services. This included promotion of our accessible services through television commercials and social media ad campaigns. Please see the following video which was part of the campaign:
<https://vimeo.com/289072754>
- Installed audio-visual bus stop announcement software solution into entire motor coach fleet. This solution was procured and installed in full compliance with AODA requirements in mind. All bus stops are now announced via on-board speaker system and shown via on-board video display boards. Additional benefits implemented together in this project included installation of arrival/departure video boards at all ONTC stations on 65" monitors and new bus-tracking feature allowing customers to 'TRACK MY BUS' using a feature locate at Ontario Northland's website.
- Ontario Northland implemented an *Informacast* emergency alert system across the majority of the organization. Informacast is an emergency notification feature that the organization has implemented using the Cisco VoIP phone solution. Alerts were created and training provided to all sites for issuing alerts. Thirty-four distinct locations across the organization have the capability to issue a variety of alerts that are delivered via PA speaker systems, phone/voice messaging and visually to video-enabled phone sets.
- Ontario Northland installed a new onboard video surveillance system to improve the safety and security of employees, passengers and the public.
- At the Ontario Northland Headquarters, reception and lobby renovations included a wheelchair accessible reception desk and fully accessible public washroom.
- Installed priority seating decals onboard buses on seats located behind the driver
- Installed braille signage on overhead seat numbers onboard the PBX passenger train
- Implemented a new support dog policy
<http://ontarionorthland.ca/en/travelling-bus>

- Implemented a 'Scent-Free and other Allergens' policy
- Developed a bus and train schedule finder
<http://ontarionorthland.ca/en/schedules>

Planned for 2020

- A comprehensive WCAG 2.0 audit and update to www.ontarionorthland.ca including all pages and functionality. Working with a leading provider of public sector WCAG 2.0 compliance and accessibility, Ontario Northland will simplify the navigation of its web interface and in particular its ticket-sales functionality. A primary deliverable of this project is to eliminate the need for customers to navigate through two different web interfaces in order to purchase tickets and complete transactions, and bring the entire experience into the ONTC website. In doing so this will improve and ensure a consistent and accessible customer experience.
- Ontario Northland will implement a more comprehensive Interactive Voice Response (IVR) phone system for public inquiries. Some of the new features being considered include voice recognition, automated schedules and other self-serve options.
- Accessibility Committee: In 2020, Ontario Northland will be renewing its Accessibility Committee and related activities. In addition to monitoring and supporting ongoing accessibility activities and projects in the organization, the Committee will begin to establish a new long term Accessibility Plan for ongoing compliance and continuous improvement across the agency.

For more information:

For more information about Ontario Northland's accessibility plan, please contact the Director of Passenger Operations at:

- Phone: 1-800-363-7512
- Email: passengercare@ontarionorthland.ca

An accessible format of this status report is available free upon request.