

## Accessibility Plan Annual Status Report

Prepared: December 2021

This Annual Status Report details the annual update for 2021 on the progress of measures taken to improve accessibility. The purpose of this report is to track our progress and make the public aware of our initiatives.

To request an alternate format of this annual status report, please contact:

Email: [accessibility@ontarionorthland.ca](mailto:accessibility@ontarionorthland.ca)

Toll-Free Telephone Number: 1-800-461-8558

Once your request is received, our team will contact you to provide you with additional information on when you can expect a response, based on the document and format you are requesting.

### 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 minimum 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.

## 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.

## Accomplishments in 2021

General highlights for 2021 include:

- Implemented a live 'WebChat' function on website that allows customers to live chat with an Ontario Northland customer service employee as soon as they visit our website, increasing the customers choices to communicate with us, and enhancing accessibility of communications for all customers.
- Successfully recruited a full-time Accessibility and Diversity Specialist.
- Renewed an Accessibility Advisory Committee (AAC), by selecting members of the public at large that submitted applications; created a new Terms of Reference for the AAC.
- Added a question to the quarterly customer service surveys, providing an opportunity for customers to self-identify as a person with a disability, or self-identify as Indigenous, Métis or Inuk (Inuit). This information allows Ontario Northland to make better informed decisions to continue to create improved and enhanced processes to reflect the needs of our customers.
- Developed an Accessible Information and Communications Policy so that employees have the tools they require to meet the information and communication needs of people with disabilities.
- Initiated gender inclusive language on audio announcements and reduced the speed of the automated messages onboard buses, as a direct result of customer feedback.
- Added information to website and on-board announcements remind all customers there may be some passengers travelling that have allergy sensitivities and to refrain from wearing scented products on our transportation services and in our stations.
- Increased the amount of accessible public parking spaces at the North Bay Station to three (up from one), as well as the addition of an accessible parking spot for the employee parking area.
- Upgraded the elevator at the Cochrane Station, with braille lettering and a lower command center to operate the lift.
- Installed a wheelchair accessible ramp into the Moosonee Station and installed a new automatic public door.

## Planned for 2022

- Complete a barrier free audit of all Ontario Northland facilities where renovations or upgrades may occur

- A comprehensive WCAG 2.0 audit and update to [www.ontarionorthland.ca](http://www.ontarionorthland.ca) including all pages and functionality.
- Create and publish a new Multi-Year Accessibility Plan for 2022-2027.

### For more information

For more information about Ontario Northland's accessibility plan, please contact the Vice President of Passenger Rail and Motor Coach at:

- Phone: 1-800-363-7512, ext. 335
- Email: [accessibility@ontarionorthland.ca](mailto:accessibility@ontarionorthland.ca)

To request an alternate format of this plan, please contact [accessibility@ontarionorthland.ca](mailto:accessibility@ontarionorthland.ca).