

ACCESSIBILITY PLAN (AODA)

Message from the CEO-Statement of Commitment to Accessibility

Badder Bus Operations Limited (Badder) 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.

Policy

Badder will review all policies, programs and new initiatives to ensure accessibility.

We will continue to build on our past achievements by implementing ongoing initiatives that support our long-term commitment to making Badder inclusive and accessible for our employees, guests, and customers.

Badder will make information available in an accessible format or provide communication supports to people with disabilities in a way that considers their disability.

Multi Year Accessibility Plan

The following pages outline our multi-year Accessibility Plan. It also documents barriers to accessibility that have already been removed. Within each year there may be initiatives addressing one or more of the accessibility standards.

Accessibility Committee

The Accessibility Committee consists of individuals representing both employees and management from many operating areas across our facility, and includes persons with disabilities and individuals with specific knowledge in accessibility considerations. The committee is made up from the following departments:

* Health and Safety * Human Resources * Maintenance * Various Departments

Accessibility Plan

A specific Accessibility Policy has been created to convey our commitment to accessibility and outline what we do to remove barriers for persons with disabilities at Badder. Our policy was issued in 2014 and revised in 2018 and reviewed again in 2023.

Our Accessibility Policy includes the AODA-Integrated Accessibility Standard that addresses the following: Definitions; Accessible Formats / Communication Supports; Assistive Devices; Service Animals; Support Persons; Training; Employment; Feedback; and Notice of Temporary Disruption.

Multi Year Action Plan

Part 1 – General Requirements

Action – Establishment of Accessibility Policy and Multi Year Plan	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> • Develop and implement Integrated Accessibility Standards Policy and Multi Year Plan • Make the Policy and Plan publicly available and provide in an accessible format, upon request • Review & update every five years or upon legislative revision <p>Expected Outcomes</p> <ul style="list-style-type: none"> • Employees are educated on the Policy • Employees know where to locate the Multi Year Plan 	
Compliance Deadline	Status
<ul style="list-style-type: none"> • 2014 • Review every 5 years 	<ul style="list-style-type: none"> • Implemented 2014 • Revised 2018 • Revised 2022 • Reviewed 2023 • Ongoing

Action – Staff Awareness and Training	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> • Management to confirm the organization’s commitment to accessibility in writing and train employees • All employees receive AODA training as a part of their orientation; Awareness training updates will be presented to all employees upon any revisions to the policy or plan • Management to acknowledge accessibility achievements and share information with staff • Records maintained by Human Resources Department <p>Expected Outcomes</p> <ul style="list-style-type: none"> • Employees are educated and aware of AODA as it applies to their employment and where applicable their customers 	
Compliance Deadline	Status
<ul style="list-style-type: none"> • 2015 	<ul style="list-style-type: none"> • Implemented 2014 • Revised 2018 • Completed-Ongoing

Part 2 – Information and Communication Standards

Action – Feedback Process	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> • Develop a process for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communication supports • Communicate process to all applicable staff • Feedback statement and process available to the public on Badder’s website • Upon request, provide for emergency procedures, plans or public safety information in an accessible format and/or with communication support <p>Expected Outcomes</p> <ul style="list-style-type: none"> • Feedback forms get completed by employees, guests or customers, these are reviewed and recommendations are taken and implemented where possible 	
Compliance Deadline	Status
<ul style="list-style-type: none"> • 2015 	<ul style="list-style-type: none"> • Implemented 2018 • Revised 2022 • Completed 2023 • Ongoing

Action – Offer and provide communication in an accessible format upon request	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> • Develop a process for responding to requests for accessible supports and services • Communicate process to all applicable staff • Communications to promote the availability of alternate formats upon request, by including the active offer on all new documents and website • Provide or arrange for information in accessible formats and/or communication supports in a timely manner <p>Expected Outcomes</p> <ul style="list-style-type: none"> • Staff are aware of alternate formats and how to make them available to the public • All documents created from 2023 onward will advertise the availability of alternate formats 	
Compliance Deadline	Status
<ul style="list-style-type: none"> • 2016 	<ul style="list-style-type: none"> • Implemented 2018 • Revised 2022 • Completed 2023 • Ongoing

Action – Accessible Website and Web Content	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> All new websites and web content conform with WCAG 2.0 Level AA Badder’s website has been updated to include access to our feedback process, communication support system and multi-year accessibility plan Action statement and link providing further information is accessible to the general public on our website <p>Expected Outcomes</p> <ul style="list-style-type: none"> Website in proper format required by legislation 	
Compliance Deadline	Status
<ul style="list-style-type: none"> 2021 	<ul style="list-style-type: none"> Completed 2021 Ongoing

Part 3 – Employment Standards

Action - Recruitment	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> Notify employees and the public that accommodations are available upon request for applicants during the recruitment process Add communication about accessibility accommodations to job postings Successful applicants are notified about Badder’s policies for accommodation for employees with disabilities <p>Expected Outcomes</p> <ul style="list-style-type: none"> Candidates are provided with equal opportunities though the recruitment process New hire orientation includes information about the accessibility policies 	
Compliance Deadline	Status
<ul style="list-style-type: none"> 2016 	<ul style="list-style-type: none"> Complete Ongoing

Action – Informing Employees of Supports
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> Notify employees about Badder’s policies for supporting employees with disabilities Employees will be notified if any there are any policy changes or updates on the provision of job accommodations

<p>Expected Outcomes</p> <ul style="list-style-type: none"> Information on job accommodations is provide through new hire orientation Employees are informed of the policies and updated upon revisions 	
Compliance Deadline	Status
<ul style="list-style-type: none"> 2016 	<ul style="list-style-type: none"> Complete Ongoing

<p>Action – Offer and provide communication in an accessible format upon request</p>	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> If requested, consult with employees who have disabilities to provide them with the assessable formats and communication supports they require to do their jobs effectively; Badder will determine what the appropriate format will be <p>Expected Outcomes</p> <ul style="list-style-type: none"> Accommodations are provided as required or requested 	
Compliance Deadline	Status
<ul style="list-style-type: none"> 2016 	<ul style="list-style-type: none"> Implemented 2018 Revised 2022 Completed 2023 Ongoing

<p>Action – Workplace Emergency Response Information</p>	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> Provide individualized workplace emergency response information to staff with disabilities where necessary Ensure applicable staff is made aware and trained when required Emergency response information and policies are posted throughout the facility <p>Expected Outcomes</p> <ul style="list-style-type: none"> Badder is unaware of any employees requiring assistance in an emergency evacuation at this time Individual accommodation plans for employees with disabilities will include emergency response requirements 	
Compliance Deadline	Status
<ul style="list-style-type: none"> 2012 	<ul style="list-style-type: none"> Complete Ongoing

Action – Individual Accommodation Plans	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> • Draft individual accommodation plans for employees with disabilities as required and included in the individuals’ specific needs in the specific format that they require (if approved by Badder) • Individual plans will be kept in the employee’s file in Human Resources <p>Expected Outcomes</p> <ul style="list-style-type: none"> • Badder is unaware of any employees requiring individualized accommodation plans at this time • Individual accommodation plans for employees with disabilities will be built when required/ requested 	
Compliance Deadline	Status
<ul style="list-style-type: none"> • 2016 	<ul style="list-style-type: none"> • Complete • Ongoing

Action – Return to Work	
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> • Policy in place for returning an employee to work when they have been absent because of a workplace disability or need some form of accommodation to return to work • Each individual case will be assessed based on its own merits to determine what accommodations will be required <p>Expected Outcomes</p> <ul style="list-style-type: none"> • Employees are welcomed back into the workforce with assistance needed to lessen the burden and stress of returning to work 	
Compliance Deadline	Status
<ul style="list-style-type: none"> • 2016 	<ul style="list-style-type: none"> • Complete • Ongoing

Action – Performance Management and Career Development
<p>Initiatives/ Actions</p> <ul style="list-style-type: none"> • Policy will consider the accessibility needs of employees with disabilities as well as individual accommodation plans when providing advancement opportunities and will consider the accessibility needs of employees with disabilities when managing performance

Expected Outcomes	
<ul style="list-style-type: none">• Accommodations are provided as required• Employees with disabilities are provided with fair treatment and equal opportunities	
Compliance Deadline	Status
<ul style="list-style-type: none">• 2016	<ul style="list-style-type: none">• Ongoing

Part 4 – Design of Public Spaces

Action – Design of Public Spaces	
<ul style="list-style-type: none">• Any new or redeveloped reception or public waiting areas are to be made accessible in accordance to the Accessibility Standard for the design of public spaces	
Compliance Deadline	Status
<ul style="list-style-type: none">•	<ul style="list-style-type: none">• Ongoing

Part 5 - Customer Service – continued on next page**Part 5 – Customer Service**

Action – Establish AODA Customer Service Policy, Training, Record Retention

Initiatives/ Actions

1. Develop and implement an Integrated Accessibility Standards Policy governing the provision of goods, services and facilities to persons with disabilities including the use of assistive devices, service animals and support persons, notice of temporary disruption. The customer service policy forms part of Badder’s AODA Policy.
2. All employees receive AODA customer service training as a part of their orientation; Employees will be trained upon any revisions to the policy or plan
3. Records maintained by Human Resources Department
4. Develop a process for receiving and responding to feedback about customer service that are accessible to persons with disabilities, including specific actions that will be taken to address complaints.
5. Upon request, provide or arrange for information in accessible formats and/or communication supports in a timely manner in consultation with the person making the request. Make the Policy publicly available and provide in an accessible format, upon request
6. Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for the disruption, how long the disruption is expected to last and a description of any alternative facilities or services available (if any).
7. Review & update every five years or upon legislative revision

Expected Outcomes

- Customers are able to gain access to Badder’s forms and policies
- Employees are educated and aware of AODA as it applies to their employment and where applicable their customers

Compliance Deadline	Status
<ul style="list-style-type: none"> • 2016 	<ul style="list-style-type: none"> • Complete • Ongoing