

Intent

This Accessibility Policy has been developed in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The policy addresses how Badder Bus Operations will meet our responsibilities and legal obligation to provide our services in an equitable and accessible manner.

Definitions

Accessible format: Includes large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

Communication supports: Includes captioning, alternative and augmentative communication supports, plain language, and other supports that facilitate effective communication.

Information: Includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and conveys meaning.

Support person: In relation to a person with a disability, another person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs, or with access to goods, services, or facilities.

Policy

Badder Bus Operations Limited is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do what is reasonably possible to prevent and remove barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians and Disabilities Act, 2005.

Due to the nature of our business it is important to understand our responsibilities, our limitations and our potential impact on the people we work with.

Badder will align its procedures with the Act which will include, but is not limited to:

Communication

When a request is made, Badder Bus Operations Limited will make every effort to provide information and communication materials in accessible formats or with communication supports. This includes publicly available information.

Assistive Devices

Badder Bus Operations supports persons with disabilities to use their assistive devices when accessing services that are offered by Badder Bus Operations Limited or through their employment.

Service Animals

Persons with disabilities may enter our premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise

excluded by law. It is the responsibility of the person with a service animal to control the animal at all times.

In the event a staff member or customer is allergic to animals, alternative arrangements will be negotiated.

Support Persons

Persons with disabilities may enter our premises accompanied by a support person and may have access to that person at all times. Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

Accessibility Training

All persons employed by Badder Bus Operations Limited are trained on the Act and implementation of its standards. A record will be kept of employees who have received training, including dates on which training was provided.

Employment

Badder Bus Operations Limited is committed to fair and accessible employment practices. We will notify the public and staff that when requested, we will make all reasonable attempts to accommodate disabilities during recruitment and assessment processes, assuming this disability does not preclude the applicant from being able to fulfill the job requirements.

If needed, we will make all reasonable attempts to create an individual accommodation plan and/or workplace emergency information for any employees who have a disability. Our performance management, career development, redeployment, and return to work processes will take into account the accessibility needs of employees with disabilities.

Feedback

Badder Bus Operations Limited welcomes feedback on our customer service to people with disabilities and comments will be accepted through a variety of mechanisms such as email, phone or through our website. Employees can provide feedback to their Supervisor.

Notice of Temporary Disruption

Badder Bus Operations provides clients with notice in the event that a planned or unexpected disruption occurs in regards to services provided to people with disabilities. Notice will be provided in as timely a way as is reasonably possible and may be provided through a variety of mechanisms, including our website.

Reference

Accessibility for Ontarians with Disabilities Act, 2005 [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 \(ontario.ca\)](#)