

AODA Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Original AODA policies and plan created in 2012. Revised AODA policies and multi-year plan completed in 2017.

Intent

This multi-year accessibility plan outlines the policies and actions that Expressway Trucks will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the <u>Integrated Accessibility Standards</u>, <u>Ontario Regulation 191/11</u>.

Statement of Commitment

Expressway Trucks believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

General Requirements Accessibility Establishment of accessibility Compliance 2010 **Requirement: Deadline:** policies **Current Barriers:** No current barriers. Plan to Meet Already met requirements and will continue to update accessibility **Requirements:** policies as necessary. **Potential Future Barriers:** We will ensure all future requirements are met. JF **Results: Responsible Authority:** Completed. Accessibility Designing/procuring or acquiring Compliance 2012 **Requirement:** self-serve kiosks Deadline: Current Barriers: Not Applicable. We do not have any self-serve kiosks. Plan to Meet Not Applicable. We do not have any self-serve kiosks. Requirements: We will ensure requirements are met if purchasing or designing a self-**Potential Future Barriers:** service kiosks in the future. JF **Responsible Authority: Results:** Not Applicable. PART OF THE EXPRESSWAY GROUP OF CO

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Accessibility Requirement:	Training on IASR and the <i>Human</i> Rights Code		Compliance Deadline:	2013
Current Barriers:	Employees have completed AODA Customer Service Training as it applies to their job.			
Plan to Meet Requirements:	Plan for 2017 is to retrain all employees on IASR and take a course that is specific to Human Rights Code training.			
Potential Future Barriers:	Do not foresee any future barriers.			
Responsible Authority:	JF	Results:	Initial training done in 2 Updated training done Additional training to be completed.	in 2016.

Information and Communications Standard					
Accessibility Requirement:	Feedback Process		Compliance Deadline:	2014	
Current Barriers:	No current barriers.				
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.		
Potential Future Barriers:	Do not forese	ee any future barrie	ers.		
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	Accessible fo		Compliance Deadline:	2012	
Current Barriers:	No current ba	arriers.			
Plan to Meet Requirements:	Already met requirements as our policies state that we will provide accessible formats and communication supports when requested.				
Potential Future Barriers:	Handling any	v requests have ma	ly be deemed unconvertib	le.	
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:		procedures, plans ety information	Compliance Deadline:	2011	
Current Barriers:	No current ba	arriers.			
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.		
Potential Future Barriers:	Do not forese	ee any future barrie	ers.		
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	Accessible w content	Accessible websites and web content Compliance Deadline: 202			
Current Barriers:	No current barriers. Our website at the time wasn't new or significantly updated.				
Plan to Meet Requirements:	Ensure our new website meets outlined requirements.				
Potential Future Barriers:	Do not foresee any future barriers.				
Responsible Authority:	JF				

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	Emp	loyment Standar	d		
Accessibility Requirement:	Recruitment, selection pro	, assessment and ocesses	Compliance Deadline:	2013	
Current Barriers:	No current b	arriers.		-	
Plan to Meet Requirements:	Already met	requirements as pe	r our policies.		
Potential Future Barriers:	Do not fores	ee any future barrie	rs.		
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	Informing en supports	nployees of	Compliance Deadline:	2013	
Current Barriers:	No current b	arriers.			
Plan to Meet Requirements:	Already met	requirements as pe	r our policies.		
Potential Future Barriers:	Do not fores	ee any future barrie	rs.		
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	Accessible for communication employees	ormats and on supports for	Compliance Deadline:	2013	
Current Barriers:	No current b	arriers.			
Plan to Meet Requirements:	Already met	requirements as pe	r our policies.		
Potential Future Barriers:		to provide the requ	ee making the request to o lest for accessible formats		
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	Workplace e response inf		Compliance Deadline:	2013	
Current Barriers:	No current b	arriers.			
Plan to Meet Requirements:	Already met	requirements as pe	r our policies.		
Potential Future Barriers:	Do not fores	ee any future barrie	rs.		
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	Documented individual accommodation plansCompliance Deadline:2013				
Current Barriers:	No current b	arriers.			
Plan to Meet Requirements:	Already met	requirements as pe	r our policies.		
Potential Future Barriers:	Ensure any future individual accommodation plans meet all specific elements as outlined in our policy.				
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	Return to wo	ork process	Compliance Deadline:	2013	

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Current Barriers:	No current barriers.					
Plan to Meet Requirements:	Already met requirements as per our policies.					
Potential Future Barriers:		Ensure any return to work processes are followed for any absence from work due to a disability.				
Responsible Authority:	JF	Results:	Completed.			
Accessibility Requirement:	Performance management process and Career development and advancement 2013					
Current Barriers:	No current b	arriers.				
Plan to Meet Requirements:	Already met	requirements as pe	r our policies.			
Potential Future Barriers:	Do not fores	ee any future barrie	rs.			
Responsible Authority:	JF	Results:	Completed.			
Accessibility Requirement:	Redeployme	nt	Compliance Deadline:	2013		
Current Barriers:	No current barriers.					
Plan to Meet Requirements:	Already met requirements as per our policies.					
Potential Future Barriers:	Will need to take into account the accessibility needs of the individual if redeploying the employee.					
Responsible Authority:	JF	Results:	Completed.			

Transportation Standard

The Transportation Standard does not apply to our organization.

Design of Public Spaces (Accessibility Standards for the Built Environment)

The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required.

Our organization has not had any newly constructed or redeveloped public spaces prior to the deadline, therefore all items are not applicable. We will ensure we meet all AODA and IASR requirements if ever constructing and redeveloping a public space as defined in our policies.

Accessibility Requirement:	Make recreation trails and beach access routes accessible	Compliance Deadline:	2016		
Current Barriers:	Not applicable.				
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.				
Potential Future Barriers:	Do not foresee any potential future barriers.				

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Responsible Authority:	JF	Results:	Not applicable.		
Accessibility Requirement:	Make outdoo areas access	or public eating sible	Compliance Deadline:	2016	
Current Barriers:	Not applicable.				
Plan to Meet Requirements:			DA requirements if ever n s type of public space in t		
Potential Future Barriers:	Do not forese	ee any potential fut	ure barriers.		
Responsible Authority:	JF	Results:	Not applicable.		
Accessibility Requirement:	Make outdoo accessible	or play spaces	Compliance Deadline:	2016	
Current Barriers:	Not applicab	le.			
Plan to Meet Requirements:			DA requirements if ever n s type of public space in t		
Potential Future Barriers:	Do not forese	ee any potential fut	ure barriers.		
Responsible Authority:	JF	Results:	Not applicable.	_	
Accessibility Requirement:	Make exterio accessible	r paths of travel	Compliance Deadline:	2016	
Current Barriers:	Not applicab	le.			
Plan to Meet Requirements:			DA requirements if ever n s type of public space in t		
Potential Future Barriers:	Do not forese	ee any potential fut	ure barriers.		
Responsible Authority:	JF	Results:	Not applicable.		
Accessibility Requirement:	Make parking street and or	g accessible (off- n-street)	Compliance Deadline:	2016	
Current Barriers:	Not applicab	le.			
Plan to Meet Requirements:			DA requirements if ever n s type of public space in t		
Potential Future Barriers:	Do not forese	ee any potential fut	ure barriers.		
Responsible Authority:	JF	Results:	Not applicable.		
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible Compliance Deadline: 2016				
Current Barriers:	Not applicab	le.			
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.				
Potential Future Barriers:	Do not foresee any potential future barriers.				
Responsible Authority:	JF	Results:	Not applicable.		

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Accessibility Requirement:	Maintain the accessible parts of your public spacesCompliance Deadline:2016				
Current Barriers:	Not applicable.				
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.				
Potential Future Barriers:	Do not foresee any potential future barriers.				
Responsible Authority:	JF	JF Results: Not applicable.			

Customer Service Standards						
Accessibility Requirement:	provisions of	plement, and cies regarding the goods, services, persons with	Compliance Deadline:	2010		
Current Barriers:	No current ba	arriers.				
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.			
Potential Future Barriers:	Do not forese	ee any future barrie	ers.			
Responsible Authority:	JF	Results:	Completed.			
Accessibility Requirement:	accessible co policies, prov	lescribing the ustomer service vide on request, at the documents	Compliance Deadline:	2010		
Current Barriers:	No current ba	arriers.				
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.			
Potential Future Barriers:	Do not forese	ee any future barrie	ers.			
Responsible Authority:	JF	Results:	Completed.			
Accessibility Requirement:	disability is p the premises animal and to with them, ur	a person with a ermitted to enter with their service b keep the animal nless the animal excluded by law mises	Compliance Deadline:	2010		
Current Barriers:	No current barriers.					
Plan to Meet Requirements:	Already met requirements as per our policies.					
Potential Future Barriers:	Do not forese	Do not foresee any future barriers.				
Responsible Authority:	JF	Results:	Completed.			

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Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Expressway Trucks' goods, services, or facilities if the person's service animal is excluded from the premises		Compliance Deadline:	2010	
Current Barriers:	No current b	arriers.			
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.		
Potential Future Barriers:	Do not forese	ee any future barrie	ers.		
Responsible Authority:	JF	Results:	Completed.		
Accessibility Requirement:	disability and person are p the premises the person w not prevente	a person with a d their support ermitted to enter s together and that vith a disability is d from having e support person premises	Compliance Deadline:	2010	
	No current barriers.				
Current Barriers:	No current ba	arriers.			
Current Barriers: Plan to Meet Requirements:		arriers. requirements as pe	er our policies.		
	Already met		•		
Plan to Meet Requirements:	Already met	requirements as pe	•		
Plan to Meet Requirements: Potential Future Barriers:	Already met Do not forese JF Require a pe disability to b by their supp for a valid he	requirements as per ee any future barrie Results: erson with a be accompanied port person only ealth and safety after consulting	ers.	2010	
Plan to Meet Requirements: Potential Future Barriers: Responsible Authority:	Already met Do not forese JF Require a pe disability to b by their supp for a valid he reason and a with the pers	requirements as per ee any future barrie Results: erson with a be accompanied port person only ealth and safety after consulting son with a	Completed.	2010	
Plan to Meet Requirements: Potential Future Barriers: Responsible Authority: Accessibility Requirement:	Already met Do not forese JF Require a per disability to b by their supp for a valid her reason and a with the pers disability No current ba	requirements as per ee any future barrie Results: erson with a be accompanied port person only ealth and safety after consulting son with a	Completed.	2010	
Plan to Meet Requirements: Potential Future Barriers: Responsible Authority: Accessibility Requirement: Current Barriers:	Already met Do not forese JF Require a per disability to b by their supp for a valid her reason and a with the pers disability No current ban Already met	requirements as per ee any future barrier Results: erson with a be accompanied port person only ealth and safety after consulting son with a	Completed. Compliance Deadline: er our policies.	2010	
Plan to Meet Requirements: Potential Future Barriers: Responsible Authority: Accessibility Requirement: Current Barriers: Plan to Meet Requirements:	Already met Do not forese JF Require a per disability to b by their supp for a valid her reason and a with the pers disability No current ban Already met	requirements as per ee any future barrie Results: erson with a be accompanied bort person only ealth and safety after consulting son with a arriers. requirements as per	Completed. Compliance Deadline: er our policies.	2010	
Plan to Meet Requirements: Potential Future Barriers: Responsible Authority: Accessibility Requirement: Current Barriers: Plan to Meet Requirements: Potential Future Barriers:	Already met Do not forese JF Require a per disability to b by their supp for a valid her reason and a with the pers disability No current be Already met Do not forese	requirements as per ee any future barrier Results: erson with a be accompanied port person only ealth and safety after consulting son with a arriers. requirements as per ee any future barrier Results: ce of any sruption to may affect	Completed. Compliance Deadline: er our policies.	2010	
Plan to Meet Requirements: Potential Future Barriers: Responsible Authority: Accessibility Requirement: Current Barriers: Plan to Meet Requirements: Potential Future Barriers: Responsible Authority:	Already met Do not forese JF Require a per disability to b by their supp for a valid her reason and a with the pers disability No current band Already met Do not forese JF Provide notice temporary di services that	requirements as per ee any future barrie Results: erson with a be accompanied bort person only ealth and safety after consulting son with a arriers. requirements as per ee any future barrie Results: ce of any sruption to amay affect disabilities	completed. Compliance Deadline: er our policies. ers. Completed.		
Plan to Meet Requirements: Potential Future Barriers: Responsible Authority: Accessibility Requirement: Current Barriers: Plan to Meet Requirements: Potential Future Barriers: Responsible Authority: Accessibility Requirement:	Already met Do not forese JF Require a per disability to b by their supp for a valid her reason and a with the pers disability No current band Already met Do not forese JF Provide notice temporary di services that persons with	requirements as per ee any future barrie Results: erson with a be accompanied bort person only ealth and safety after consulting son with a arriers. requirements as per ee any future barrie Results: ce of any sruption to amay affect disabilities	completed. Compliance Deadline: er our policies. ers. Completed. Compliance Deadline:		

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Responsible Authority:	JF	Results:	Completed.	
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request		Compliance Deadline:	2010
Current Barriers:	No current ba	arriers.		
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.	
Potential Future Barriers:	Do not forese	ee any future barrie	ers.	
Responsible Authority:	JF	Results:	Completed.	
Accessibility Requirement:	Provide acce service traini	essible customer ng to all staff	Compliance Deadline:	2010
Current Barriers:	No current ba	arriers.		
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.	
Potential Future Barriers:	Do not forese	ee any future barrie	ers.	
Responsible Authority:	JF	Results:	Completed.	
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training		Compliance Deadline:	2010
Current Barriers:	No current ba	arriers.		
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.	
Potential Future Barriers:	Do not forese	ee any future barrie	ers.	
Responsible Authority:	JF	Results:	Completed.	
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request		Compliance Deadline:	2010
Current Barriers:	No current ba	arriers.		
Plan to Meet Requirements:	Already met policies.	requirements. Our	training section is included	d in our
Potential Future Barriers:	Do not forese	ee any future barrie	ers.	
Responsible Authority:	JF Results: Completed.			
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities		Compliance Deadline:	2010
Current Barriers:	No current ba	arriers.		

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Plan to Meet Requirements:	Already met requirements as per our policies.					
Potential Future Barriers:	Do not forese	Do not foresee any future barriers.				
Responsible Authority:	JF	Results:	Completed.			
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request 2010					
Current Barriers:	No current ba	arriers.				
Plan to Meet Requirements:	Already met	requirements as pe	er our policies.			
Potential Future Barriers:	Do not forese	ee any future barrie	ers.			
Responsible Authority:	JF	Results:	Completed.			
Accessibility Requirement:	information g with a disabil an accessible	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support				
Current Barriers:	No current barriers.					
Plan to Meet Requirements:	Already met requirements as per our policies.					
Potential Future Barriers:	We will					
Responsible Authority:	JF	Results:	Completed			

Review and Update

This document was created on October 2017 and must be reviewed and updated by October 2022.

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