

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

January 1, 2017

- *Customer Service Standards
- *Integrated Accessibility Standards
- *Multi-Year Accessibility Plan
- *Employment Standards

Statement of Commitment

Red Car Service is committed to excellence in serving all customers, including people with disabilities. We will endeavor to ensure equal access by meeting the accessibility needs of people with disabilities in a timely manner. This Policy is intended to meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005; Ontario Regulation 429/07; and Ontario Regulation 191/11.

Accessible Formats

Upon request, and in accordance with the compliance schedule set out in the Ontario Regulation 191/11, Red Car Service will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a timely manner. Management will consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

For the purposes of this Policy, "**Accessible Formats**" may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities. "**Communication Supports**" may include, but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Definitions

For the purpose of this Policy, "**disability**" is defined as follows:

- i. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- ii. a condition of mental impairment or a developmental disability,
- iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- iv. a mental disorder, or
- v. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Provision of Goods and Services

Red Car Service will use reasonable efforts to ensure its practices and procedures are consistent with the following principles:

- Our services will be provided in a manner that respects the dignity and independence of people with disabilities.
- The provision services will be integrated, to the extent possible, to enable a person with a disability to obtain, use or benefit from services.
- People with disabilities will be given an opportunity equal to that given to others to use and benefit from our services.

We will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our premises and using our services, as necessary.

Service Animals and Support Persons

We will communicate with people with disabilities in ways that take into account their disability. We welcome people with disabilities who require service animals or support persons. Service animals are allowed on the parts of our premises that are open to the public and in all of our vehicles. Red Car Service does not charge a fee for any Service Animal.

People accompanied by a support person will be allowed to have that person accompany them on our premises and in our vehicles and will not be prevented access to that support person.

Red Car Service may require a person with a disability to be accompanied by a support person while on the premises or in a vehicle, only if a support person is necessary to protect the health or safety of the person with a disability or others on the premises or in the vehicle. Support staff will be subject to our regular fares.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Red Car Service will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available. The notice will be placed at all public entrances, the Red Car Service website and Facebook page.

Staff Training

Red Car Service will provide yearly training to employees, who deal with the public and all employees who participate in developing the Red Car Service policies, practices and procedures governing the provision of services to members of the public or other third parties.

This training will be provided to new employees through orientation and to existing employees complete with a training component. This Policy, procedures, updates and changes will be posted on our communication boards.

Training will include:

- A review of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements under Ontario Regulation 429/07 and requirements of the accessibility standards under Ontario Regulation 191/11.
- The Human Rights Code as it pertains to people with disabilities.

- Instruction on how to interact and communicate with people with various types of disabilities.
- Instruction on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Instruction on how to use equipment provided by Red Car Service that may help with the provision of goods and services to a person with a disability.
- What to do if a person with a disability is having difficulty in accessing Red Car Service's premises.
- A review of this Policy.
- On-going training for all staff when any updates and changes in policy are made.

Red Car Service will keep a record of the training it provides.

Feedback

The ultimate goal of this Policy is to meet service expectations while responding to the requests of individuals with disabilities. Comments on how well the Red Car Service is meeting those expectations are welcome and appreciated. Customers can expect to hear back within 5 business days.

Feedback about this Policy or its implementation can be submitted:

Neil Armstrong

Vice President, Operations

530 Elizabeth Street

Guelph, ON N1E 6C3

Phone: 519-824-9344

Fax: 519-824-1701

Email: neila@redcarservice.com

And/or via www.redcarservice.com

Notification

Red Car Service will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

- On the Red Car Service website
- Communication boards

Any policy or statement that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Website

Red Car Service will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA by January 1, 2021 (excluding success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded)).

Multi-Year Accessibility Plan

Red Car Service will develop, maintain and document an Accessibility Plan outlining the strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

Refresher training for all existing employees and the Accessibility Plan will be reviewed and updated Yearly and will be posted on the website. Upon request, Red Car Service will provide a copy of the Accessibility Plan in an accessible format taking into account a person's particular disability.

Employment Standards

Red Car Service will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Red Car Service will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Red Car Service will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, Red Car Service will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Red Car Service will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Red Car Service will consult with the employee to provide, or arrange for the provision of, Accessible Formats and Communication Supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an Accessible Format or Communication Support, Red Car Service will consult with the employee making the request.

Workplace Emergency Response Information

Red Car Service will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Red Car Service is aware of the need for accommodation due to the employee's disability. Red Car Service will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Red Car Service will, with the consent of the employee, provide the workplace emergency response information to the person designated to provide assistance to the employee.

Red Car Service will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

Red Car Service will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding Accessible Formats and Communications Supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Red Car Service will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps that will be taken to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

Accessibility Standards for our Facilities

Red Car Service is committed to designing our facilities to be free from barriers and accessible to all people we serve. Red Car Service will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements under Ontario Regulation 191/11.

In the event that Red Car Service adopts self-serve kiosks, we shall have regard to accessibility in the design, procurement or acquisition of these kiosks.

Questions about this Policy

This Policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. If anyone has a question about this Policy, or if the purpose of the Policy is not understood, an explanation can be provided by contacting the Vice President of Operations:

Neil Armstrong

Vice President, Operations

530 Elizabeth Street

Guelph, ON N1E 6C3

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