



The Owen Sound Transportation Company, Limited (OSTC)

Multi Year Accessibility Plan

2022 – 2027

The Owen Sound Transportation Company's 2022 - 2027 Multi Year Accessibility Plan outlines how the company will continue to remove and prevent accessibility barriers in support of its "Providing Goods and Services to People with Disabilities" policy.

This multi-year plan outlines actions that OSTC has taken, and will continue to take, to improve opportunities for people with disabilities in a manner that respects the dignity and independence of persons with disabilities.

This Multi Year Accessibility Plan addresses the following priorities and commitments:

- Training
- Information and Communications
- Public Spaces
- Employment
- Procurement
- Preventative and Emergency Maintenance

2022 – 2027 Commitments

The Owen Sound Transportation Company commits to this plan and its continual improvement by monitoring its processes by way of:

- Leadership from all levels of management
- Internal review
- Education and understanding

OSTC considers this accessibility plan to be a "living document" and will amend and improve its content as required.

General

The Owen Sound Transportation Company, Limited (OSTC) will develop and update policies, procedures, standards, and work instructions, as required, during the period of this Multi Year Accessibility Plan.

This Multi Year Accessibility Plan will be addressed during management review committee meetings.

Training

The OSTC commits to fulfill its training obligations. Over the course of this multi-year plan OSTC shall:

- Ensure that all employees continue to complete mandatory training;
- Monitor for other accessibility training and education opportunities;
- Continue to promote training to support OSTC's high level of accessibility customer service.

Information and Communications

The AODA and Integrated Accessibility Standard Regulation (IASR) requires OSTC to communicate in ways that are accessible to people with disabilities. OSTC will communicate with people with disabilities in ways that consider their disability. OSTC will continue to create, provide, and receive information and communications that people with disabilities can access.

OSTC will continue to develop an internet website and web content in compliance with WCAG standards.

OSTC is committed to meeting the communication needs of people with disabilities. OSTC's goal is to achieve the most effective and efficient access to information for all users.

OSTC has moved forward with, and will continue to improve the following:

A feedback process has been established that allows communication in formats such as:

- telephone
- mail
- email
- text
- fax
- in-person access.

These avenues are communicated to the public via our website and sailing schedule.

OSTC has made its emergency and public safety information available via visual, close captioned and audible means.

Any changes in content material will require changes to these formats to be undertaken.

Public Spaces

OSTC will establish a means to meet accessibility standards for the design of public spaces when constructing or modifying its public spaces with the goal of providing greater accessibility into, out of and around OSTC facilities and vessels. This includes incorporating accessibility retrofits, where possible during renovations.

OSTC will take appropriate measures to prevent unnecessary disruptions to the accessible parts of its public spaces.

In the event of a service disruption OSTC will notify the public of the service disruption and alternatives available.

Design, Construction and Renovation

The Design of Public Spaces Standard requires OSTC to provide accessible spaces when undertaking new construction and to retrofit, where possible, existing spaces.

When constructing new spaces OSTC shall comply with all relevant laws and standards.

When endeavoring to upgrade its existing public spaces OSTC shall comply to the standard to the best of its abilities.

Employment

OSTC is committed to inclusive and accessible employment opportunities. OSTC's hiring practices aim to attract and retain persons with disabilities. Further, OSTC is committed to developing return to work policies for employees that have been absent due to a disability.

Our recruitment process strives to be fair and accessible. This process will be monitored for changes and improvements during the duration of this plan.

To ensure compliance with OSTC's employment goals:

OSTC will communicate that accommodation is available for persons with disabilities in recruitment material during the hiring process.

Make any relevant policies and procedures available during the recruitment process.

After an offer of employment has been accepted, provide any updated information to the employee, as needed.

Provide individual accommodation plans for new hires with disabilities.

Individual Accommodation Plans

When accommodating persons with disabilities an individual accommodation plan will be created as part of the hiring and orientation process.

The accommodation plan shall be:

- Documented (in a format that considers the needs of the employee);
- Include the active participation of the employee;
- Respects the privacy of the employee;
- Subject to review and amendment, as required.

- Consider all aspects of the employee's duties and responsibilities, including any emergency response information.

Return to Work

OSTC has developed and maintains a return-to-work process for its employees who have been absent from work due to a disability and require disability related accommodations. This process will be continually monitored for change and improvement during the timeframe of this accessibility plan.

Accessible Procurement

When procuring or acquiring goods or services OSTC shall incorporate accessibility needs and criteria into its purchasing processes, where required.

During all stages of the request for proposal and quotation process monitoring shall occur to ensure that goods and services procured conform to applicable laws and standards as necessary.

Preventative and Emergency Maintenance

Accessible equipment owned / operated by OSTC shall be subject to regular inspection. Any maintenance needs discovered during these inspections shall be addressed at that time.

In the event of unexpected emergency maintenance needs, alternative procedures shall be used until the issue has been resolved.

During these events, regular communication shall be implemented in order to keep all customers informed.