

AODA – Accessibility Standards for Customer Service Plan

Intent

Durhamway Bus Lines Inc. has adopted this plan to identify barriers and establish a comprehensive strategy to ensure that we are able to provide services to customers with disabilities in accordance with the principles of independence, dignity, integration and equal opportunity. We will use this plan to establish and implement policies, practices and procedures.

Accessibility Requirement:	Providing Goods and Services to Persons with Disabilities	Responsible Authority:	Brian Bulger
Identified Barriers:	<ul style="list-style-type: none"> Architectural and Physical: Floors, Doors, Washrooms, Parking 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> All barriers will be adjusted to accommodate any disabled individuals and be fully functional before employment of any disabled individual begins. Customer Service entirely concentrated on School Buses which are fully accessible. 		
Results:	<ul style="list-style-type: none"> Dependant on employment of disabled individual. 		
Follow-Up Requirements:	<ul style="list-style-type: none"> As necessary. 	Follow-Up Date:	To be determined

Accessibility Requirement:	Assistive Devices	Responsible Authority:	Brian Bulger
Identified Barriers:	<ul style="list-style-type: none"> None. Specialized vehicles are equipped to facilitate transportation of students using any assistive device. If hiring individual using assistive devices process is as above in Goods and Services Provision. 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Completed 		
Results:	<ul style="list-style-type: none"> Completed 		
Follow-Up Requirements:	<ul style="list-style-type: none"> As necessary 	Follow-Up Date:	To be determined

Accessibility Requirement:	Guide dogs, service animals and service dogs	Responsible Authority:	Brian Bulger
Identified Barriers:	<ul style="list-style-type: none"> None. Are permitted as necessary with student transportation and determined by School Board Transportation Services 		
Plan to Meet	<ul style="list-style-type: none"> Completed 		

Requirements:			
Results:	<ul style="list-style-type: none"> Completed 		
Follow-Up Requirements:	None	Follow-Up Date:	None

Accessibility Requirement:	Support persons	Responsible Authority:	Brian Bulger
Identified Barriers:	<ul style="list-style-type: none"> None: Support persons are allowed as determined by School Board Transportation Services 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Completed 		
Results:	<ul style="list-style-type: none"> Completed 		
Follow-Up Requirements:	<ul style="list-style-type: none"> None 	Follow-Up Date:	None

Accessibility Requirement:	Notice of service disruptions	Responsible Authority:	Brian Bulger
Identified Barriers:	<ul style="list-style-type: none"> Architectural and Physical: Alterations to premises must be prefaced by suitable notification as to date of changes. Must prepare disabled plan for both daily operations and emergency evacuations. 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Notification plans to be completed one month prior to any alterations of premises and only if disabled individual becomes gainfully employed at Durhamways. 		
Results:	<ul style="list-style-type: none"> Pending adjustments to physical premises 		
Follow-Up Requirements:	<ul style="list-style-type: none"> None 	Follow-Up Date:	To be determined

Accessibility Requirement:	Customer feedback	Responsible Authority:	Brian Bulger
Identified Barriers:	<ul style="list-style-type: none"> Information and Communication: Assure the feedback process is accessible and understandable 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Immediate. Design and outline process that will be clearly understood and part of AODA initial training 		

Results:	<ul style="list-style-type: none"> Completed with instructions to all current members of Durhamways. Part of AODA training for new employees 		
Follow-Up Requirements:	<ul style="list-style-type: none"> Adjust process as required by new compliance regulations 	Follow-Up Date:	To be determined

Accessibility Requirement:	Training	Responsible Authority:	
Identified Barriers:	<ul style="list-style-type: none"> Information and Communication: Limited by new employees exposure to AODA at previous employer. 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> All employees to be trained as of June 2013. New employees trained in an ongoing basis. 		
Results:	<ul style="list-style-type: none"> Training of existing employees completed before end of school year June 2013. New employees trained immediately and as part of pre licensing 		
Follow-Up Requirements:	<ul style="list-style-type: none"> Ongoing. Review AODA policies and implement adjustments to training as dictated by new compliance requirements. 	Follow-Up Date:	On going

Accessibility Requirement:	Notice of Availability and format of required documents *Remove if you have less than 20 employees*	Responsible Authority:	
Identified Barriers:	<ul style="list-style-type: none"> Information and Communication: Make employees aware of access to policy documents as part of initial training. 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Immediate. Completed June 2013 		
Results:	<ul style="list-style-type: none"> Completed 		
Follow-Up Requirements:	<ul style="list-style-type: none"> None. Ensure new employees are aware of locations and processes for change 	Follow-Up Date:	On going

Review and Update

This document was created on September 1, 2014 and must be reviewed and updated by September 1, 2015.