

Durhamway Bus Lines Inc.

Multi-Year Accessibility Plan

I. Introduction and Statement of Commitment

Durhamway Bus Lines Inc. is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the “AODA” or the “Act”) and the related Integrated Accessibility Standards Regulations (the “IASR”). Building on Durhamway Bus Lines Inc.’s Accessibility Policy, we are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. Durhamway Bus Lines Inc. is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility.

As part of Durhamway Bus Lines Inc.’s commitment to meeting its obligations under the Act, we have developed a Multi-Year Accessibility Plan which outlines our strategy to prevent and remove barriers and meet its requirements under the AODA. This Multi-Year Accessibility Plan will be reviewed and updated at least once every five (5) years, or as required.

2. Establishment of Accessibility Policies and Plans

Durhamway Bus Lines Inc. will by January 1, 2014:

- Develop, implement and maintain a policy governing how the organization will achieve accessibility.
- Establish, implement and maintain a Multi-Year Accessibility Plan.
- Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.
- Make the policy and Multi-Year Accessibility Plan available to the public on Durhamway Bus Lines Inc.’s website and available in accessible formats upon request.

3. Training

Durhamway Bus Lines Inc. will by January 1, 2015:

- Provide training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation, to any persons, employees or otherwise, who may be acting on Durhamway Bus Lines Inc.’s behalf in dealing with the public. Training will also be provided to all people who are involved in the development of Durhamway Bus Lines Inc. policies
- Maintain records of the dates when training is completed and the individuals who completed the training.

4. Information and Communications Standards

A. Accessible Websites and Web Content

Durhamway Bus Lines Inc. will by January 1, 2014:

- Make Durhamway Bus Lines Inc.'s new internet websites and new content on such websites conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Durhamway Bus Lines Inc. will by January 1, 2021:

- Make Durhamway Bus Lines Inc.'s internet websites and web content conform with WCAG 2.0 Level AA, except for exclusions set out in the IASR.

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B. Feedback, Accessible Formats and Communication Supports

Durhamway Bus Lines Inc. will by January 1, 2015:

- Put a statement on its website about the availability of accessible formats and communication supports and, upon request, provide these formats
- Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

5. Employment Standards

A. Recruitment

Durhamway Bus Lines Inc. will by January 1, 2016:

- On its websites, specify that accommodations are available for applicants with disabilities;
- Inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request, in relation to materials and processes to be used;
- Upon request, consult with the applicant and arrange for suitable accommodation.
- Notify the successful applicant, when making offers of employment, of its policies for accommodating associates with disabilities.

B. Informing Associates of Supports

Durhamway Bus Lines Inc. will by January 1, 2016:

- Inform associates and new hires of Durhamway Bus Lines Inc.'s policies to support associates with disabilities and keep associates up to date on changes to these policies.

- Upon request from an associate with a disability, and further to consultation with the associate, provide for suitable accessible formats and communication supports for information needed by the associate to perform their job, and information that is generally available to associates.

C. Documented Individual Accommodation Plans / Return to Work Process

Durhamway Bus Lines Inc. will by January 1, 2016:

- Develop a written process for the development of individual accommodation plans.
- Develop and document a return to work process for associates who have been absent due to a disability; the process shall outline the steps Durhamway Bus Lines Inc. will take to facilitate the associate's return to work and use the associate's individual accommodation plan as part of that process.

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D. Performance Management, Career Development and Redeployment

Durhamway Bus Lines Inc. will by January 1, 2016:

- Take into account the accessibility needs of associates with disabilities and individual accommodation plans
- When utilizing Durhamway Bus Lines Inc. performance management processes, consider career development, advancement opportunities and redeployment of its associates with disabilities.