

# **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY**

June 30, 2021

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

## **Statement of Commitment**

Red Car Service is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Red Car Service understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Red Car Service is committed to complying with both the Ontario Human Rights Code and the AODA.

Red Car Service is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that all staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will work with the person with a disability to determine what method of communication works for them.

## **Service Animals**

We welcome people with disabilities and their service animals. 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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

## **Support Persons**

A person with a disability who is 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.

In certain cases, Red Car Service might require a person with a disability to be accompanied by a support person while on the premises or in a vehicle for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Red Car Service will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

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 facilities or services, if available.

The notice will be made publicly available in the following ways:

- Placed at all public entrances
- The Red Car Service website
- 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:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Red Car Services policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing [organization name]'s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

## Feedback

Red Car Service welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

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](mailto:neila@redcarservice.com)

And/or via [www.redcarservice.com](http://www.redcarservice.com)

Red Car Service will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Customers can expect to hear back within 5 business days.

## **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

Red Car Service will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

## **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)).

## **Modifications to this or other Policies**

Any policies of Red Car Service that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## **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

Phone: 519-824-9344

Fax: 519-824-1701

Email: [neila@redcarservice.com](mailto:neila@redcarservice.com)

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