

ACCESSIBILITY PLAN (2024)

The purpose of the Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR) are to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to their full participation in life. Oakwood Transport is committed to promoting a barrier-free environment for persons accessing our services and facilities.

OBJECTIVES

- Treat everyone with dignity and respect;
- Identify, remove and prevent barriers to persons with disabilities;
- Make our accessibility plan available to the public;
- Train employees who deal with the public;
- Monitor through feedback and
- Take additional action to remove barriers for persons with disabilities as necessary.

Departments included under the scope of this plan are:

- Office Administration
- Service Department
- Dispatch/Customer Service
- Drivers

TREAT EVERYONE WITH DIGNITY & RESPECT

Be aware and respectful that there are various accessibility barriers that people may encounter. Simply ask, "How may I help" and provide assistance when and where asked.

IDENTIFY, REMOVE & PREVENT BARRIERS

Ensure that the front entrance and service entrance are clear to provide unobstructed access to the building. Provide alternative methods of communication such as minimal background noises, pen and paper, reading of material, as necessary.

Allow access of service animals when required.

Allow support person to accompany when required.

Ask "How can I help."

COMMUNICATE OUR PLAN TO THE PUBLIC

Our Accessibility Plan will be posted on our website at www.oakwoodtransport.com

When temporary barriers exist preventing access to our services, a sign will be posted at the main entrance of the building at 129 Oakwood Street in Ingersoll, ON.

ACCESSIBILITY PLAN TRAINING

All staff has been provided training on our Accessibility Plan. Any new staff will receive training upon orientation. Training is provided to ensure staff understand their obligations under the ACA & ACR, as well as to educate on how to provide assistance to people with disabilities, whether they are co-workers, customers, suppliers or the general public.

ACCESSIBILITY PLAN REVIEW AND MONITORING PROCESS

The Plan will be reviewed on an ongoing basis and updated as required. Customers wishing to provide feedback on the way Oakwood Transport provides goods and services to people with disabilities can contact us by telephone or email. All feedback, including complaints, will be directed to the Safety Department, and dealt with in a timely fashion.