



Accessibility for Ontarians with Disabilities Policy

Message from the General Manager

Accessibility Policy- 5/30/2017



Rome Transportation is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

Rome Transportation is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with and work with Rome Sales.

Rome Transportation ensures that all persons within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

Rome Transportation is committed to, and will strive to ensure that, the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, its regulations, standards and all other relevant legislation concerning accessibility, are rigorously observed in a timely fashion.

I encourage to bring forward any concerns or suggestions regarding accessibility forward to a human resources representative or directly to my attention.

Sincerely,

Derrick Stroebel

Derrick Stroebel



Introduction

This policy establishes practices and procedures for the provision of goods and services to people with disabilities. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating a fully accessible Ontario by 2025.

AODA Section 1:

“Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,

- a) Developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and
- b) Providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.”

“Disability” means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Our Commitment

Rome Transportation is committed to breaking down barriers and increasing accessibility for persons with disabilities in five major areas: Customer Service, Information & Communication, Employment, Transportation and Built Environment.



Rome Transportation strives to meet the needs of its employees and clients with disabilities and is working diligently to eliminate and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Rome Transportation is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Rome Transportation will play its role in making Ontario an accessible province for all Ontarians.

Notice of Temporary Disruption in Services

Rome Transportation will notify clients in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. The notice will provide information regarding the reason for the disruption, its anticipated duration, description of alternative facilities or services if any, and contact information.

Training

Rome Transportation will ensure that all employees who deal with the public or other third parties on behalf of Rome Transportation will receive training as required by the province of Ontario. In addition, training will be provided on a continuous basis with any changes to the policies, practices and procedures governing the provisions of goods or services to persons with disabilities.

Initial training during onboarding will include:

- A review of the purposes of the AODA and the requirements of the Customer Service Standards.
- How to interact and communicate with people with various types of disabilities.
- How to use equipment or devices available on Rome Transportation office locations that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulties accessing the goods or services provided by the organization.

Hiring Process

Rome Transportation will remain committed to welcoming and accommodating the needs of people with disabilities within our hiring process. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

If an applicant or successful candidate requests an accommodation, we will discuss their needs thoroughly to ensure that we make adjustments required to support them.



Workplace Information

We will provide accessible workplace information through our internal/external website whenever possible and when an employee with a disability requests it. This will include,

- Procedure and training documents that will allow the employee to perform their assigned duties effectively.
- General information such as company newsletters, memos and information about Rome Transportation.
- Policies and health and safety documentation
- Emergency procedure information

Accommodation plans will be reviewed on a case by case basis and all decisions will be communicated to the employee from the HR department.

Feedback Process

Rome Transportation encourages feedback, including how our services are delivered to persons with disabilities. We will investigate and respond to all complaints in a timely, objective and thorough manner. All clients can submit feedback or questions to hr@romesales.com

Modification of this policy

We are committed to providing our services that respect and promote the dignity and independence of people with disabilities. This policy will be reviewed on an annual basis to ensure it is updated in accordance with government standards.