



AODA Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Original AODA policies and multi-year plan created in 2012.
 Reviewed and revised AODA policies and multi-year plan completed in 2017.
 Reviewed and revised AODA policies and multi-year plan completed in 2021.

Intent

This multi-year accessibility plan outlines the policies and actions that Expressway Trucks will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Expressway Trucks believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements and will continue to update accessibility policies as necessary.		
Potential Future Barriers:	We will ensure all future requirements are met.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks	Compliance Deadline:	2012
Current Barriers:	Not Applicable. We do not have any self-serve kiosks.		
Plan to Meet Requirements:	Not Applicable. We do not have any self-serve kiosks.		



Potential Future Barriers:	We will ensure requirements are met if purchasing or designing a self-service kiosks in the future.		
Responsible Authority:	JF	Results:	Not Applicable.
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>		Compliance Deadline: 2013
Current Barriers:	Employees have completed AODA Customer Service Training and Understanding Human Rights (AODA Edition) Training as it applies to their job.		
Plan to Meet Requirements:	All new employees are to complete both training courses.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Initial training done in 2012. Updated training done in 2016 & 2017. Training to be completed as required by new hires.

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	2014
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	2012
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as our policies state that we will provide accessible formats and communication supports when requested.		
Potential Future Barriers:	Handling any requests have may be deemed unconvertible.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	2011
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	2021
Current Barriers:	No current barriers.		



Plan to Meet Requirements:	We revised our website in 2021 to ensure our website conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as outlined in the IASR.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	2013
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	2013
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	2013
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	We will consult with the employee making the request to determine the best way to provide the request for accessible formats and communication supports.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	2013
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	2013



Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Ensure any future individual accommodation plans meet all specific elements as outlined in our policy.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Return to work process	Compliance Deadline:	2013
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Ensure any return to work processes are followed for any absence from work due to a disability.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Performance management process and Career development and advancement	Compliance Deadline:	2013
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Redeployment	Compliance Deadline:	2013
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Will need to take into account the accessibility needs of the individual if redeploying the employee.		
Responsible Authority:	JF	Results:	Completed.

Transportation Standard

The Transportation Standard does not apply to our organization.

Design of Public Spaces (*Accessibility Standards for the Built Environment*)

The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required.

Our organization has not had any newly constructed or redeveloped public spaces prior to the deadline, therefore all items are not applicable. We will ensure we meet all AODA and IASR requirements if ever constructing and redeveloping a public space as defined in our policies.



Accessibility Requirement:	Make recreation trails and beach access routes accessible	Compliance Deadline:	2016
Current Barriers:	Not applicable.		
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.		
Potential Future Barriers:	Do not foresee any potential future barriers.		
Responsible Authority:	JF	Results:	Not applicable.
Accessibility Requirement:	Make outdoor public eating areas accessible	Compliance Deadline:	2016
Current Barriers:	Not applicable.		
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.		
Potential Future Barriers:	Do not foresee any potential future barriers.		
Responsible Authority:	JF	Results:	Not applicable.
Accessibility Requirement:	Make outdoor play spaces accessible	Compliance Deadline:	2016
Current Barriers:	Not applicable.		
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.		
Potential Future Barriers:	Do not foresee any potential future barriers.		
Responsible Authority:	JF	Results:	Not applicable.
Accessibility Requirement:	Make exterior paths of travel accessible	Compliance Deadline:	2016
Current Barriers:	Not applicable.		
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.		
Potential Future Barriers:	Do not foresee any potential future barriers.		
Responsible Authority:	JF	Results:	Not applicable.
Accessibility Requirement:	Make parking accessible (off-street and on-street)	Compliance Deadline:	2016
Current Barriers:	Not applicable.		
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.		
Potential Future Barriers:	Do not foresee any potential future barriers.		
Responsible Authority:	JF	Results:	Not applicable.



Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible	Compliance Deadline:	2016
Current Barriers:	Not applicable.		
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.		
Potential Future Barriers:	Do not foresee any potential future barriers.		
Responsible Authority:	JF	Results:	Not applicable.
Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline:	2016
Current Barriers:	Not applicable.		
Plan to Meet Requirements:	We will ensure we follow all AODA requirements if ever newly constructing or redeveloping this type of public space in the future.		
Potential Future Barriers:	Do not foresee any potential future barriers.		
Responsible Authority:	JF	Results:	Not applicable.

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.



Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Expressway Trucks' goods, services, or facilities if the person's service animal is excluded from the premises	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline:	2010



Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify	Compliance Deadline:	2010



	that the document is available on request		
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements. Our training section is included in our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	Do not foresee any future barriers.		
Responsible Authority:	JF	Results:	Completed.
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	2010
Current Barriers:	No current barriers.		
Plan to Meet Requirements:	Already met requirements as per our policies.		
Potential Future Barriers:	We will		
Responsible Authority:	JF	Results:	Completed

Review and Update

This document was created in 2012. This document was reviewed and updated in 2017.

This document was reviewed and updated again on June 2021.

This document is to be reviewed again within 5 years (June 2026).