



Fleet Canada Inc.



Accessibility Plan

Table of Contents

Introduction.....	3
Our Commitment.....	3
Multi Year Accessibility Plan.....	3
Accessibility Committee.....	4
Accessibility Plan.....	4
1. Accessibility Policy	
2. Emergency Plans	
3. Educational and Training Resources	
4. Training	
5. Website and Web Content	
6. Feedback Process	
7. Recruitment Accommodation	
8. Employment Accommodation	
9. Return-to-Work Process	
10. Reports and Reviews	
Multi-Year Accessibility Plan.....	6

Introduction:

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas: Customer Service, Information and Communications, Employment, Transportation, and the Built Environment.

As set forth in the Integrated Accessibility Standards, Regulation 191/11, this Accessibility Plan has been prepared to address issues and barriers for employees, guests, and contractors with disabilities from preventing the ability to complete their work tasks. This is a multi-year plan that outlines how we intend to identify, prevent and remove barriers to accessibility and meet the various requirements under the AODA legislation. It will also frame the next steps in our effort to create an inclusive and accessible environment.

This Accessibility Plan was created with input from persons with disabilities as well as various departments throughout our facility, and was reviewed by our Joint Health & Safety Committee. Our plan is posted on the AODA section of the Fleet Canada website and will be made available in an accessible format or with communication supports to persons with disabilities, upon request. The Plan will be reviewed and updated at least every five years and periodically as new legislation continues to come into effect. An annual status report will also be posted on our website outlining our progress to date.

Our Commitment

Fleet Canada operates and provides our services in accordance with the provisions of the Accessibility for Ontarians with Disabilities Act and its associated Regulations, and maintains the goal of creating a barrier-free working environment which will foster employment success. We support the intent of the AODA, and are committed to meeting all requirements of the Accessibility Standards. We will continue to build on our past achievements by implementing ongoing initiatives that support our long-term commitment to making Fleet Canada inclusive and accessible for our employees, guests, and contractors.

Multi Year Accessibility Plan

The following pages outline the Fleet Canada's multi-year Accessibility Plan. It also documents barriers to accessibility that have already been removed. Within each year there may be initiatives addressing one or more of the five accessibility standards. The individual or department responsible for each compliance component is also identified within this plan.

Accessibility Committee

An Accessibility Committee was integrated into our Joint Health & Safety Committee to guide and review accessibility initiatives at Fleet Canada. The committee consists of individuals representing both employees and management from many operating areas across our facility, and includes persons with disabilities and individuals with specific knowledge in accessibility considerations. The committee is made up from the following departments:

- Health and Safety
- Human Resources
- Maintenance
- Production (various departments)

Accessibility Plan

1. Accessibility Policy

A specific Accessibility Policy has been created to convey our commitment to accessibility and outline what we do to remove barriers for persons with disabilities at Fleet Canada. Our policy was issued in 2013 and revised in 2017 and again in 2021.

Our policy includes the AODA-Integrated Accessibility Standard that addresses the following:

- Accessible Formats / Communication Supports
- Assistive Devices
- Definitions
- Disruption in Accessibility Services
- Emergency Procedures
- Employment
- Feedback Process
- Service Animals
- Support Persons
- Training

2. Emergency Plans

Fleet Canada has considered the needs of employees, guests and contractors with disabilities in emergency situations. Individualized workplace emergency response procedures have been prepared for employees within our facility with known disabilities.

Emergency response plans for guests and contractors with disabilities are made by Health & Safety and Human Resources upon notification. Detailed evacuation maps are placed through-out the facility using both colours and symbol's.

3. Educational and Training Resources

Educational and training resources is available for all employees and can be found on all in-house computers under the R-drive (Health & Safety – AODA), In addition educational notices are posted on the Health & Safety boards and Safety Talks Newsletter.

4. Training

AODA training is conducted as part of Fleet Canada's new hire health & safety orientation. Training is conducted plant-wide when any changes or modifications are made to our program, training records are maintained and stored in Human Resources.

Unofficial AODA training and/ or information is also conducted randomly during our plant-wide safety chats.

5. Website and Web Content

AODA compliance for the Fleet Canada website was completed by the January 1, 2014 deadline. Since then, Marketing and Communications have continued to implement accessible code in ongoing maintenance of Fleets current website and in any new website projects.

6. Feedback Process

All feedback processes utilized by Fleet Canada are available in accessible formats upon request. A notice to this effect is posted on the Fleet Canada website and also appears in the feedback documents.

7. Recruitment Accommodation

Recruitment processes continue to adapt to accessibility needs through all stages of hiring. We ensure that all information in job postings aligns with accessibility requirements. Candidates being invited for interviews are individually made aware of the availability for accommodation and asked if they require any accommodation for any component of their interview. When offers of employment are made, the successful applicant is notified of the policies for accommodating and supporting persons with disabilities.

As a result of these initiatives, we have received and successfully accommodated requests made by job candidates with disabilities.

8. Employment Accommodation

Fleet Canada has developed a procedure to facilitate the creation of an Individual Accommodation Plan as part of a return-to-work program or as requested to support employees with disabilities.

9. Return-to-Work Process

Fleet Canada has developed, implemented and documented a Return to-Work (RTW) process for employees who have been absent from work for a disability and who require a disability-related accommodation. This process extends to employees who are returning to work from short-term disability, long-term disability, or WSIB.

This standardized process is being used to develop individual accommodation plans for employees with disabilities who have requested an accommodation.

10. Reports and Reviews

Annual status reports have been completed for 2013, 2014, 2015, 2016, 2017, 2018, 2020 on our multi-year accessibility plan, and our accessibility practices have been reviewed and updated as applicable.

MULTI-YEAR ACCESSIBILITY PLAN 2013 - 2021

GENERAL REQUIREMENTS

This section of the Regulation requires us to:

- develop & maintain an accessibility policy and a multi-year accessibility plan
- ensure employees are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code

ACCESSIBILITY REQUIREMENT – Establishment of accessibility policies	COMPLIANCE DEADLINE	January 1, 2014
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Develop and implement Integrated Accessibility Standards Policy • Make the Policy publicly available and provide in an accessible format, upon request • Review & update annually 	<ul style="list-style-type: none"> • Implemented - 2012 • Updated - 2017 • Updated - 2021 	Completed
ACCESSIBILITY REQUIREMENT – Training	COMPLIANCE DEADLINE	January 1, 2015
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • All new employees receive AODA training as part of the health & safety new hire orientation • Plant-wide training is conducted as required when changes are made to the Act or our program. • Security is trained on an annual basis in regards to evacuation procedures that have been implemented for the hearing impaired • Records of training dates and training material are maintained by Human Resources 	<ul style="list-style-type: none"> • Implemented - 2013 • Reviewed annually 	Completed

INFORMATION AND COMMUNICATIONS STANDARD

This section of the Regulation includes requirements related to:

- accessible feedback processes
- accessible formats and communication supports
- publically available emergency procedures, plans, public safety information
- accessible websites and web content

ACCESSIBILITY REQUIREMENT – Feedback Process	COMPLIANCE DEADLINE	January 1, 2015
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Process for receiving and responding to feedback has been established • All feedback responses will be controlled by Human Resources • Feedback notification and instructions available on Fleet Canada's website 	<ul style="list-style-type: none"> • Implemented - 2012 • Updated - 2016 • Updated - 2021 	Completed

ACCESSIBILITY REQUIREMENT – Accessible Formats and Communication Supports	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Policy has been implemented • No requests for accessible formats or communication supports have been submitted as of June, 2021 • Accessible formats and communications will be controlled by Human Resources 	<ul style="list-style-type: none"> • Implemented - 2012 • Updated - 2017 • Updated - 2021 	Completed
ACCESSIBILITY REQUIREMENT – Emergency procedures, plans or public safety information	COMPLIANCE DEADLINE	January 1, 2012
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Policy is implemented • Fleet Canada is aware of 2 employees with a hearing impairment who require accommodation for emergency evacuations, additional accommodations have been made in way of pagers that have both visual and vibration detection that are activated by security, as well as the buddy system • Feet Canada is aware of 2 employees with vision impairment to colours. Evacuation maps are posted through-out the facility and consist of both colours and symbols to aid in recognizing areas of importance 	<ul style="list-style-type: none"> • Implemented - 2012 • Updated - 2017 • Updated - 2021 	Completed
ACCESSIBILITY REQUIREMENT – Accessible Websites and Web Content	COMPLIANCE DEADLINE	January 1, 2021
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Action statement and link providing further information is accessible to the general public through our website • Fleet Canada’s website has been updated to include our feedback process, communication support system and multi-year accessibility plan 	<ul style="list-style-type: none"> • Implemented - 2021 	Completed
<p>* Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).</p> <p>* Note – All WCAG2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.</p>		

EMPLOYMENT STANDARD

This section of the Regulation includes requirements related to:

- recruitment, assessment and selection
- accessible formats and communication supports for employees
- workplace emergency response
- individual accommodation plans and return to work processes
- performance management, career development and redeployment

ACCESSIBILITY REQUIREMENT – Recruitment, assessment and selection process	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Policy has been revised to include employment standard as of June 2016 • Added a point on the “candidate status sheet” to inquire about accommodation requirements 	<ul style="list-style-type: none"> • Update included employment standard in policy amended 2016 	Completed
ACCESSIBILITY REQUIREMENT – Accessible formats and communication supports	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • If requested, accessible formats and communication supports may be arranged upon consultation with the employee. Fleet Canada will determine what the appropriate format shall be. 	<ul style="list-style-type: none"> • Implemented - 2012 • Updated - 2016 • Updated - 2021 	Completed
ACCESSIBILITY REQUIREMENT – Workplace Emergency Response Information	COMPLIANCE DEADLINE	January 1, 2012
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Individual evacuation plans have been put in writing for all employees requiring accommodations • A form for Personal Emergency Evacuation Plan (PEEP) is available in Human Resources upon request • Annual emergency response training is conducted for all employees • Emergency response information and policies are posted throughout the facility and security guard house 	<ul style="list-style-type: none"> • Implemented - 2012 • Updated – 2016 • Updated - 2020 	Completed
ACCESSIBILITY REQUIREMENT – Documented Individual Accommodation Plans	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • All documented individual accommodation plans are kept on file in Human Resources 		Completed
ACCESSIBILITY REQUIREMENT – Return to Work Process	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Policy in place to address both occupational injuries and illnesses as well as non-occupational disabilities • Each individual case must be assessed based on its own merits to determine what accommodations will be required 	<ul style="list-style-type: none"> • Implemented - 2012 • Updated – 2016 • Updated - 2021 	Completed

ACCESSIBILITY REQUIREMENT – Performance Management Process	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Policy has been revised to include employment standard as of June 2016 • Will consider the accessibility needs of employees with disabilities when managing performance 	<ul style="list-style-type: none"> • Implemented - 2016 	Completed
ACCESSIBILITY REQUIREMENT – Career Development and Advancement	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Policy has been revised to include employment standard as of June 2016 • Will consider the accessibility needs of employees with disabilities when providing advancement opportunities 	<ul style="list-style-type: none"> • Implemented - 2016 	Completed
ACCESSIBILITY REQUIREMENT – Redeployment	COMPLIANCE DEADLINE	January 1, 2016
PLAN:	ACTION:	STATUS:
<ul style="list-style-type: none"> • Policy has been revised to include employment standard as of June 2016 • Will consider the accessibility needs of employees with disabilities when providing advancement opportunities 	<ul style="list-style-type: none"> • Implemented - 2016 	Completed

For further information or to report a disability that requires an accessibility plan please contact:

**Human Resources at:
905-871-2100 ext. 332**

Or

**Health & Safety at:
905-871-2100 ext. 352**

