

# Accessibility Plan and Policies for Greyhound Canada

This 2014-21 accessibility plan outlines the policies and actions that we will put in place to improve opportunities for people with disabilities.

## Statement of Commitment

**Greyhound Canada** is committed to providing a barrier-free environment for our customers, employees, job applicants, suppliers, visitors and other stakeholders who enter our premises, access our information, or use our transportation services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Greyhound has an important responsibility for ensuring a safe, dignified and welcoming environment for everyone. We believe in treating all people in a way that allows them to maintain their dignity and independence, in integration and equal opportunity, and to meeting the needs of people with disabilities in a timely manner. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility training with our policies, procedures, programs and training.

As a founding member of the Canadian Intercity Bus Code of Practice which sets out accessibility practices for federal intercity carriers, **Greyhound Canada** is proud to serve all customers equally and fairly.

## Accessible Emergency Information

**Greyhound Canada** is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## Training

**Greyhound Canada** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Greyhound Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

- Deliver new-hire and annual refresher Accessibility training modules to drivers, terminal and call centre personnel
- Ensure management, corporate communications and legal personnel are trained regarding Greyhound Canada's obligations under the Act.

## **Kiosks**

**Greyhound Canada** will take appropriate steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

## **Information and communications**

**Greyhound Canada** is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Greyhound Canada will ensure that all **new** websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2014**.

Greyhound Canada will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- Greyhound Canada's accessible services and feedback process are detailed at our website, <https://www.greyhound.ca/en/TicketsAndTravel/DisabledTravelers.aspx>
- Greyhound Canada welcomes customers to download our eSSENTIAL ACCESSIBILITY app at <http://www.essentialaccessibility.com/greyhound/>

Greyhound Canada will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- Customers can call, write or email Accessibility Matters c/o Greyhound Canada to have this information converted into an alternate acceptable format.

Greyhound Canada will take the appropriate steps to make all websites and content conform with WCAG 2.0, level AA by **January 1, 2021**.

## **Employment**

**Greyhound Canada** is committed to fair and accessible employment practices in compliance with the requirements of the Canadian Human Rights Commission (CHRC). We believe that a diverse workforce that reflects the communities we serve is critical to the success of our business, and our Employment Equity Policy applies to all applicants and candidates and potential employees participating in the staffing process, which includes recruitment, hiring, training, transfers and promotion.

We will take the following steps to notify the public and staff that, when requested, Greyhound Canada is committed to providing reasonable accommodation to people with disabilities participating in all aspects of employment including the staffing process.

- Will advertise employment opportunities online in multiple forums
- Job postings will include our Diversity Moto language inviting people with disabilities to self-identify and to apply
- Internal employees will continue to be invited to self-identify and to do an Accommodation request, if an accommodation is needed
- Continue to develop strategies and programs that will support diversity in the workplace and assist us in meeting our employment equity goals

**Greyhound Canada** is an industry leader in developing individual accommodation plans that comply with our internal Accommodation Policy. We also have developed a robust return-to-work program for employees that have been absent due to a disability. We will continue to take steps to ensure the accessibility needs of employees with disabilities are taken into account to allow all individuals to fully participate in employment or any employment processes without disadvantage based on a disability. This involves using performance management, career development and redeployment processes, including the provisioning of assistive devices, ergonomic and alternative workspaces, etc.

Greyhound Canada will take the following steps to prevent and remove other accessibility barriers identified.

- Will continue to increase the percentage of our fleet that is wheelchair accessible
- Will continue to provide and replace scooter ramps in major facilities
- Will continually review and recommend changes to our policies, practices and procedures that will aid accessibility in Ontario.

## **Design of Public Spaces**

**Greyhound Canada** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

Recreational trails/beach access routes

Outdoor public eating areas like rest stops or picnic areas

Outdoor play spaces, like playgrounds in provincial parks and local communities

Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

Accessible off street parking

Service-related elements like service counters, fixed queuing lines and waiting areas

Greyhound Canada will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Planned maintenance of elevators, escalators, ramps, accessible washrooms or other accessible features will be posted at least one week in advance of and during the maintenance
- Information posters will include information on alternate access or services, if available

In the event of a service disruption affecting our scheduled passenger services, such as those due to road closures or adverse weather, we will notify the public of the service disruption and alternatives available via our website and through our call centre through our Service Alert process. In addition, passengers with wheelchair-coach or scooter-ramp reservations will be individually contacted regarding service disruptions affecting their trip.

### **For More Information**

For more information on this accessibility plan,  
please contact Accessibility Matters at:

Phone: 289-288-0141

Email: [eve.harris@greyhound.ca](mailto:eve.harris@greyhound.ca)

Accessible formats of this document are available free upon request from:

Accessibility Matters

c/o Greyhound Canada Transportation ULC

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Or at the email address or phone number listed above.