

Accessible Customer Statement of Commitment - Providing Goods and Services to People with Disabilities

Landmark Transportation Services is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Assistive devices

We will ensure that our staff is trained and familiar with the assistive devices we have on our school and transit buses as well as in our offices (ie ramps, wheelchairs, walkers, canes, leg braces, breathing and feeding tubes) and at our facilities in order for our customers with disabilities to access our goods or services.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Information and communication

We will communicate with people with disabilities in ways that take into account their disability.

We will work with the person with a disability to determine what method of communication works for them.

Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees. Note: This only applies to organizations that already have these processes in place.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Service animals are prohibited from the following areas: No areas.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises and vehicles. Fees will not be charged for support persons. We will notify customers of this policy by posting a notice on our company websites.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Disrupted services/facilities include our accessible school and transit buses.

The notice will be made publicly available through local media announcements.

Training

We will provide training to our employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Individuals in the following positions will be trained: school and transit bus drivers, office and shop staff and managers 30 days after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: wheelchair accessible vehicles including ramps.
- What to do if a person with a disability is having difficulty in accessing transportation on our vehicles.

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Landmark Student Transportation provides goods and services to people with disabilities can provide feedback in the following way(s):

- by mail: Suite 101, 238 Wellington Rd. E., Aurora L4G 1J5
- by phone: 1-905-502-6077
- by email: info@landmarkbus.com

All feedback, including complaints, will be handled in strict confidence and respect.

Notice of availability to the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s) on all company websites. If requested, copies of our plan can be made available in accessible printed formats.

Modifications to this or other policies

Any policy, practice or procedure of Landmark Student Transportation that does not respect and promote the principals of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

The following chart outlines the timelines for Landmark Student Transportation’s compliance with AODA regulations.

By January 2015		By January 2016		By January 2021	
Information and Communication Standard	Feedback –please see feedback policy listed below	Information and Communication Standard	Accessible formats and communication supports	Information and Communication Standard	Accessible websites and web content
General Requirements	Training – please see training rubric on following page	Employment Standard	<ol style="list-style-type: none"> 1. recruitment 2. information for employees 3. Processes to accommodate employees 		

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Training Rubric

Our training rubric is illustrated in the following chart.

Method	Frequency	Details
Powerpoint presentation	30 days within hire date	<ul style="list-style-type: none"> • Presentation covers AODA standards, communicating with people with disabilities, equipment that may be used and support animals or staff • Case scenarios are covered • Review test is completed at the end of the presentation which is kept in the employee's file
Employee handbook	Upon hire and annually thereafter	<ul style="list-style-type: none"> • All staff are given an employee handbook which contains AODA information • Staff are required to complete sign-off sheet within 30 days of receiving the handbook and this sheet is kept in the employee's file
Newsletters	Monthly	<ul style="list-style-type: none"> • AODA reminders and suggestions are included in employee newsletters • Newsletters are sent to employees by e-mail and posted in driver's rooms and other high visibility areas
Start-Up Meetings	Annually	<ul style="list-style-type: none"> • All staff attend an annual start-up meeting prior to the start of the school year during which AODA regulations are reviewed • Staff complete an attendance sheet which is kept in the employee's file