

## Accessibility Plan

Accessibility Plan and Policy 2014-2021. This plan is reviewed at a minimum of every 5 years and more often as needed.

Campbell Bus Lines Ltd is a school bus transportation company. Campbell's has been a family owned and operated business since it was established by Elwood Campbell in 1954 and continues in this legacy. We are the trusted name in school bus services in the Huntsville area. Campbell's provides transportation services for Consortiums of Simcoe Muskoka Catholic District School Board, and Trillium District School Board. In addition we also hold the contract for the Town of Huntsville Transit service.

### **Statement of Commitment**

Campbell Bus Lines is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Customer Service**

Campbell's is committed to our customers and removing barriers to accessibility. Training will be provided to new employees in orientation and annually for all employees on customer service.

- Campbell's receives feedback from the Town of Huntsville accessibility survey that is completed annually regarding the Transit services. In partnership with the town the survey is reviewed and with final direction from the town, improvement initiatives are put into place. The Transit buses are wheelchair accessible and meet AODA standards. In 2017 the transit bus will be equipped with an audible/visual sign to let passengers know what stop they are approaching.

- Campbell's has had wheelchair access buses in its fleet since 1991.
- Campbell's is always receptive to feedback in a variety of forms (verbal, written, in person, email, telephone etc) from the schoolboard, parents, and passengers. Campbell's will also stay abreast of what is happening in the school bus transportation industry.

## **Information and Communication**

Campbell's is open and receptive to meeting the communication needs of persons with disabilities.

- Campbell's complies with initiatives put in place by the school boards for their students.
- Campbell's complies with initiatives put in place by the Town of Huntsville for the Transit buses.
- Campbell's will take steps to review the website and web content to meet WCAG Level A by January 1, 2014 and WCAG 2.0 by January 1, 2021.
- Campbell's will train employees regarding customer service and includes communication types and styles.
- Campbell's will continue to provide regular verbal feedback and direction to employees as needed, and through various topics which includes accessibility in the employee newsletter. Additionally information/training is provided at annual safety meetings.

## **Employment**

Campbell's is committed to fair and accessible employment practices and will inform successful applicants of our policies for accommodating employees with disabilities. Campbell's will notify current employees to the availability of accommodations. This will be put in place by January 1, 2014 and continue and incorporate any changes to policy and or law.

- Campbell's has used their ingenuity in the past to create solutions to barriers when a market solution did not exist. In 1988 when a driver was having difficulty using the manual lever to open the bus entrance doors an electric opening door was crafted to have the doors open at the touch of a button. This electric door was also put in our Transit buses. Now all new buses have this technology.
- Campbell's will notify employees and the public during recruitment and as requested regarding accommodations.

Campbell's will inform successful candidates and employees of policies to support accommodations. Employees will be informed of the following processes as needed/requested:

- ✓ Individual Accommodation Process and Plan
- ✓ Return to Work Process and Plan
- ✓ Workplace Emergency Response Information-bus drivers are provided training in orientation, and annually. In addition they also demonstrate/practice emergency evacuations annually.

## **Training**

Campbell's wants to ensure that we provide equitable services to everyone and therefore will provide training to all employees and others who may deal with the public representing Campbell Bus Lines Ltd. Training will be provided at orientation and annually for all employees.

- Campbell's will provide training to all employees on Ontario's Accessibility laws. Training will be provided considering different learning styles. Other accommodations can be incorporated as identified. This training will begin 2013-14 and continue.
- Campbell's will provide annual training and orientation for all new employees and will incorporate annual training to meet Ontario's Accessible laws.

## **Public Spaces**

Campbell's building and parking lot are primarily for the use by employees and to store buses. The lot has not changed and is not being redeveloped. Should someone be visiting and requires a spot close to the main entrance a spot has been designated for that use. Additionally we can accommodate someone by request.

For more information on this accessibility plan, or to have this plan available in an alternate format please contact:

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