

AYR Motor Express Inc. Accessibility Plan

General

AYR Motor Express has prepared this accessibility plan to meet our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR).

We are committed to ensuring our workplace, policies, programs, practices and services are accessible to everyone.

Should you have any questions or feedback, please contact our Director of Human Resources, Melinda Thornton. You can send your feedback by email, phone or mail using the contact information listed below.

You can use this contact information listed below to request a copy of our accessibility plan and our feedback process description in alternate formats: print, large print, braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. Print, large print and electronic formats may take up to 15 days.

Contact Us

Email: Melinda.thornton@ayrmotor.com

Phone: 1-800-668-0099 extension 0689

Mail: AYR Motor Express Inc, 46 Poplar Street, Woodstock, NB E7M 4G2

Consultations

AYR Motor Express has consulted with people with various disabilities when preparing our accessibility plan and feedback process to ensure it is meeting the needs of everyone.

These consultations were done via email, phone and via Teams (online video) on August 22, and 23, 2024. The following are the questions each participant was asked:

1. What type of barriers have you faced when dealing with our organization?
2. Do you have ideas about how we could remove and prevent those barriers?
3. Which of those barriers do you think we should address first?
4. Do you think our feedback process meets your accessibility needs?

We consulted directly with 4 individuals that represent the following types of disabilities:

- Mobility
- Vision
- Hearing

Areas in section 5 of the Accessible Canada Act

Employment

We identified the following barriers:

Barrier 1: Job Postings

Currently our job postings lack language around inclusion, equal-opportunity, or details on disability-related accommodations.

Steps and Timeline

Update our current job postings to include a statement that speaks to our commitment to having an accessible and inclusive workplace. As well we will identify how applicants can obtain additional information on accommodations they require for applying, interviews, and/or the position.

All advertising will reflect this change by Dec 31, 2024.

Barrier 2: Resources

Being in rural NB it may take time to locate all of the resources we need to offer better accessibility. Whether it is an interpreter or it is a device that is required, we need to have a resource available to provide such services.

Steps and Timeline

Find vendors/suppliers in the area that have the services or supplies we will require. Set up accounts with these vendors and work through their contract to ensure we understand their availability.

A list of vendors with agreed upon services by Dec. 31, 2024.

The Built Environment

We identified the following barriers:

Barrier 1: Parking Accommodation

We do not have reserved parking spaces available for those with a physical disability. Although we do request people to leave the 2 first spots open when we are aware of an employee needing this accommodation, they are not marked.

Steps and Timelines

We will contact our vendor responsible for the maintenance of our parking lot and ask that these spots be marked.

We will have this completed the next time they spray our lines. By the end of September 2025.

Information and Communication Technologies

We identified the following barriers:

Barrier 1: Website

Video on our website is missing the audio description or transcripts.

Steps and Timeline

We need to create the transcripts for videos that have dialog. Once created we will need our site developer to imbed this information so it can be viewed/accessible on our website.

Our goal is to have this completed and our site updated by July 1, 2025.

Communication, other than information & communication technologies

We identified the following barriers:

Barrier 1: Training

Employees haven't received training on serving clients with communication disabilities.

Steps and Timelines

We will provide training for our employees, starting with those who are client facing, but will continue with that training throughout the company to ensure everyone has a clear understanding how to properly handle these situations and what measures to take to accommodate clients.

This training will be complete by July 1, 2025.

The procurement of goods, service and facilities

We identified the following barriers:

Barrier 1: Our customers

We do not have customer information to evaluate the accessibility of their location for our drivers.

Steps and Timelines

We will create a survey checklist and submit this enquiry to our customers. This information will be stored in the customer profiles and accessible to our Dispatchers. Dispatchers will be able to relay this information to our drivers that require it.

The checklist survey will be complete by January 30, 2025. Distribution to our customers will be completed by February 28, 2025, with an expectation to have surveys completed by May 1, 2025.

Barrier 2: Event Venues

When using external locations for events we are not taking the steps to evaluate accessibility.

Steps and Timelines

We will create a checklist that will assist us in evaluating the venue to ensure it meets the accessibility requirements on or before December 1, 2024.

The design and delivery of programs and services

We identified the following barriers:

Barrier 1: Customer Service

We don't have a policy on providing accessible customer service.

Steps and Timelines

By September 1, 2025, we will develop a policy on accessible customer service to cover topics such as communications support and alternate formats. Training will be provided in this policy.

Transportation

We identified the following barriers:

Barrier 1: Travel Policy

We do not have a travel policy that will ensure that transportation will be accessible when needed. For example, accessible taxis and accessible seating on planes/trains.

Steps and Timelines

A policy will be developed and communicated to ensure employees' accessible transportation needs are met on or before January 1, 2025.

Conclusion

AYR Motor Express' management staff will work to meet all the accessibility goals and overcome the barriers identified in this plan.

As we implement our accessibility plan, we will publish progress reports.

We encourage feedback as it will help us to continue to improve our accessibility for our employees and customers.