

Multiyear Accessibility Plan



TABLE OF CONTENTS

I.	Message from the Town of Deseronto Council	Page 1
II.	Community Profile	Page 2
III.	Annual Council and Committee Responsibilities	Page 3
IV.	Methodology for Annual Update	Page 4
V.	Accessibility Initiatives (Prior and Future)	Page 5
VI.	Evaluation Feedback and Review	Page 8
Appendix I		
	Transit Compliant Initiatives	Page 9
Appendix II		
	Deseronto Transit Accessible Customer Service Policy	Page 14
Appendix III		
	AODA Compliance Workbook	Page 26

SECTION I - MESSAGE FROM THE DESERONTO TOWN COUNCIL

Our Vision:

The vision for the Town of Deseronto multi-year accessibility plan is to identify, remove and prevent barriers to persons with disabilities in the Municipality's by-laws and in its policies, programs, practices and services. The plan describes the measures undertaken in the year of review, and those proposed for the five years coming to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the Municipality of Deseronto, including staff

The objectives of the Multi-Year Accessibility Plan are as follows:

- i. Review and describe the measures undertaken in the previous year to remove and prevent barriers to people with disabilities
- ii. List the facilities, policies, programs, practices and services the Municipality will review in the coming year to identify barriers to people with disabilities.
- iii. Describe the measures to be undertaken in the coming year to identify, remove and prevent barriers to people with disabilities.
- iv. Describe how the Accessibility Plan will be made available to the public.
- v. Compile, maintain and review a Conventional Transit Accessibility Plan(CTAP) in Accordance with Part 4 of the Integrated Accessibility Standards Regulation. (Appendix 1)
- vi. Compile, maintain and review Accessibility requirements as incorporated to the Municipal Emergency Plan.

These initiatives will be carried out in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), 2002. The Town of Deseronto will endeavor to appoint a Deseronto Accessibility Advisory Committee (DAAC) by Council and will be mandated to discuss accessibility in the community and advise Council of legislative updates, community concerns and accessibility activities/alternatives available. Section 29.3 of the AODA stipulates that "a majority of the committee shall be persons with disabilities."

SECTION II – Community Profile

The Town of Deseronto is located in the southeastern gateway to Hastings County and is comprised of 1800 residents and 750 homes. Located just 4km south of Highway 401 (Exit #570), between Greater Napanee(East and South), Tyendinaga Township(North) and Tyendinaga Mohawk Territory (West), the Municipality is approximately 2.2km wide with various buildings and services available to the public.

The following municipal facilities are used by staff and members of the public:

- i. Deseronto Town Hall – 331 Main Street
- ii. Deseronto Public Library – 358 Main Street
- iii. Deseronto Fire Station/Food bank – 316-318 Edmon Street
- iv. Deseronto Community Centre – 51 Mechanic Street
- v. Deseronto Parks – Centennial, Mill Point and Rathbun (including playground equipment and washroom facilities)
- vi. Deseronto Transit Office – 100 Prince Street
- vii. Deseronto Water and Waste Water Plants – Water Street
- viii. Deseronto Public Works Building – Water Street

In relation to the Conventional transit system, Deseronto Transit provides regional transit service that links Napanee, Belleville, Tyendinaga Township and Tyendinaga Mohawk Territory and Deseronto. Deseronto Transit’s profile is as follows:

Type of service	Fixed route										
Service Area	The Town of Deseronto, Town of Greater Napanee, Tyendinaga Mohawk Territory Belleville & Tyendinaga Township										
Hours of service	<table border="0"> <tr> <td><u>Day</u></td> <td><u>Times</u></td> </tr> <tr> <td>Monday to Friday</td> <td>5:00 a.m. to 7:00p.m.</td> </tr> <tr> <td>Saturday</td> <td>N/A.</td> </tr> <tr> <td>Sunday</td> <td>N/A</td> </tr> <tr> <td>Statutory Holiday</td> <td>Reduced Service</td> </tr> </table>	<u>Day</u>	<u>Times</u>	Monday to Friday	5:00 a.m. to 7:00p.m.	Saturday	N/A.	Sunday	N/A	Statutory Holiday	Reduced Service
<u>Day</u>	<u>Times</u>										
Monday to Friday	5:00 a.m. to 7:00p.m.										
Saturday	N/A.										
Sunday	N/A										
Statutory Holiday	Reduced Service										
Fleet make-up	3 accessible buses and 1 Accessible Passenger Vehicle										

SECTION III– ANNUAL COUNCIL AND COMMITTEE RESPONSIBILITIES

DUTIES OF DESERONTO ACCESSIBILITY ADVISORY COMMITTEE

The duties of the Deseronto Accessibility Advisory Committee are described in the AODA. Section 29(4) of the Act states that a committee shall:

- a) advise the Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice under subsection (5)
- b) review in a timely manner the site plans and drawings described in section 41 of the Planning Act that the committee selects; and
- c) perform all other functions that are specified in the regulations

The Ministry of Economic Development Trade and Employment indicates that the Accessibility Advisory Committee does not report directly to Council, but rather advises Council on matters relating to the preparation, implementation, and effectiveness of accessibility planning.

DUTIES OF MUNICIPAL COUNCIL

The duties of Municipal Councils are outlined in Section 29(5) of the AODA:

The Council shall seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part (thereof):

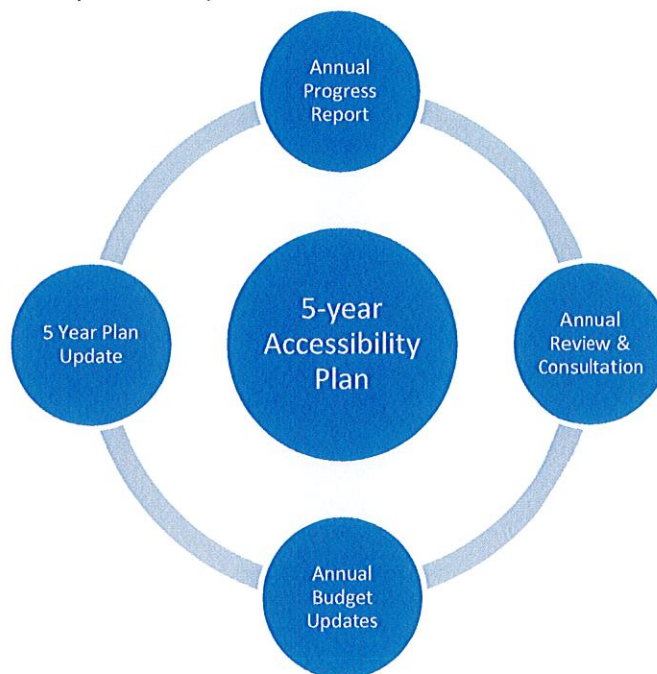
- a) that the Council purchases, constructs or significantly renovates;
- b) for which the Council enters into a new lease; or
- c) That a person provides as municipal capital facilities under an agreement entered into with Council in accordance with section 110 of the Municipal Act, 2001.

SECTION IV - METHODOLOGY FOR ANNUAL UPDATE

Annual Plan Update

The Accessibility Plan covers a 5-year period of 2024-2029, consistent with requirements in the Integrated Accessibility Standards Regulation (IASR). The plan was prepared in consultation with the Town of Deseronto staff and adopted by the Town of Deseronto Council.

Consistent with IASR requirements, progress against the plan will be reported annually and made available to the public. The annual update will provide commentary with respect to the items included in the Town of Deseronto Accessibility Work Plan with IASR requirements. The plan will be updated as required, but at a minimum of every five years. The following diagram depicts the process.



The key inputs to the plan and related annual update are:

- i) legislative requirements
- ii) customer feedback including annual public consultations and market surveys

The Town of Deseronto Accessibility Plan will be consulted as part of our yearly planning process for implementation of specific AODA priorities and where required, included in annual operating and capital budget submissions.

SECTION V--ACCESSIBILITY INITIATIVES (PRIOR & FUTURE)

The intent of the Multi-Year Accessibility Plan is to prevent, identify and remove barriers and obstacles that prevent a person with disabilities from accessing services, facilities and information. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability.

The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. Other categories of barriers to consider include **built environment, communication, attitudinal, technological and systematic.**

- **Built Environmental Barriers** – Features, buildings or spaces that restrict or impeded physical access. For example, a doorway that is too narrow to accommodate entry by a person in a motorized scooter.
- **Communication Barriers** – Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats
- **Attitudinal Barriers** – Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.
- **Technological Barriers** – Occur when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options
- **Systematic Barriers** – Barriers within an organization’s policies, practices and procedures that do not consider accessibility. For example, listing a driver’s licence as an employment qualification for an office position may prohibit individuals with visual impairments from applying.

The following initiatives were undertaken by the Town of Deseronto to address and improve barriers to people with disabilities:

LOCATION	BARRIER INITIATIVE	TYPE OF BARRIER ADDRESSED
COMMUNITY CENTRE	Remove accessibility barriers on the interior and exterior of the building	Physical

PUBLIC LIBRARY	Installed automatic assist doors and installed an accessible parking spot	Physical
TOWN HALL	Installation of a ramp to improve accessibility to main floor of town hall	Information Communication
MUNICIPAL WEBSITE AND MUNICIPAL FORMS AND DOCUMENTS	Ongoing improvements and addition of information to provide easier access and alternative access methods	Information Communication
DESERONTO TRANSIT	Accessible vehicles to accommodate passengers with restricted access	Physical Communication Information Transportation
STAFF	Staff training on Customer Service guidelines	Information
DOCUMENTS	Improved documents accessibility through Town Website and in alternate forms (if requested)	Information Communication
DESERONTO PARKS/PUBLIC SEATING	Design and implement plan to improve accessibility to public parks and seating through new construction	Physical
DESERONTO STREETS AND SIDEWALKS	Installed a crosswalk and improved sidewalks for enhanced accessibility	Physical
FEEDBACK PROCESS	Developed a feedback process with regards to accessibility to improve transparency and communication to the public, including the opportunity to obtain documents in various accommodating forms, as requested.	Information Communication

BARRIERS TO BE ADDRESSED WITHIN THE NEXT 5 YEARS

The following initiatives are suggested to be maintained and/or completed in the upcoming 5 years:

WEBSITE	Continuation of website improvement to provide ongoing access to information in alternative methods	Information Communication
TRANSIT	Continue exploring accessibility accommodation alternatives for varying levels of accessibility barriers	Physical Information Communication
PARKS/ SEATING	Design/Construct alternatives to improve accessibility to Municipal Parks when improvements are made	Physical
ADMINISTRATION	Improved communication and community consultation on projects for input to construction within the Town	Information
MAIN STREET	Continue to explore ways to reduce accessibility barriers	Physical

Accessibility committee members, Council and Staff should continue to review all municipal facilities and services on a regular basis for the purpose of identifying and prioritizing existing and potential barriers. A complete and updated survey should be taken annually to identify barriers and determine methods of addressing them. Additional effort should be made to obtain comments from members of the public.

The annual Municipal budget should include provisions for addressing these barriers(where possible). Subsequent years should include a continuation of barrier identification and corresponding budget allocations to reduce any existing barriers.

SECTION VI. EVALUATION FEEDBACK AND REVIEW

Obtaining feedback is an integral part of the evaluation process. The Town will continue to review and expand strategies to engage key stakeholders in providing accessibility related feedback, including persons with disabilities. All are invited to submit comments in a format that best suits their needs.

Additional evaluation and reporting efforts include:

- Annual evaluation of the Multi-Year Accessibility Plan
- Annual report prepared for the GAAC and Council to identify progress made towards implementing the Plan, accomplishments and achievements.

A formal review of the Plan will occur every 5 years and will include consultation with persons with disabilities and the review by the Town of Deseronto.

Copies of this plan will be available on the municipal website and can be presented in an accessible format, upon request.

**APPENDIX I –
TRANSIT COMPLIANCE INITIATIVES
Ontario Regulation 191/11
Accessibility for Ontarians with Disabilities Act, 2005**

PART IV - TRANSPORTATION STANDARDS

Compliance for small designated public sector organizations

Requirement 35 – Non Functioning Equipment

A review of Section 35 indicated that current Deseronto Transit practices are consistent and compliant with the requirements therein. Practices are outlined in the Deseronto Transit Accessibility Handbook.

Requirement 39 – Transition of Existing Contracts

Deseronto Transit did not have any outstanding contracts for the purchase of conveyances at the time of the Regulation came in force, and as such, is in compliance with this requirement.

Requirement 40 – Transition of Existing Vehicles

Deseronto Transit does not have a retrofit program for older vehicles, and as such, is in compliance with this requirement.

Requirement 46 – Fares

All of Deseronto Transit fare rates are single fee fares or memberships and do not require a premium for any accommodation.

Requirement 48 – Storage of Mobility Aids

None of the vehicles in Deseronto Transit conventional fleet have a designated area where mobility aids or assistive devices could be stored. As such, equipment of this nature remains in the possession of the customer during travel on conventional services. There is no fee associated with transportation of such equipment.

Requirement 51 – Pre-boarding Announcements

Deseronto Transit deploys a verbal announcement procedure of which all conventional drivers maintain.

Requirement 52 – On-board Announcements

Deseronto Transit deploys a verbal announcement procedure of which all conventional drivers are aware of.

Requirement 68 – Origin to Destination Services

Deseronto Transit provides conventional transportation services.

Compliance for small designated public sector organizations

Requirement 34 – Availability of Information on Accessibility Equipment, Etc.

Deseronto Transit has made available information on our accessibility equipment in our customer service policy statement and the Deseronto Transit Accessibility Handbook. Accessible formats are provided by the Town of Deseronto upon request.

Requirement 37 - Emergency preparedness and response policies

Emergency response procedures specific to the transit department are outlined in the Deseronto Transit policies.

Requirement 44 – General Responsibilities

Deseronto Transit's standard operating practice is to assist all passengers when needed. Disabled passengers are assisted when boarding and deboarding, as well as securing the passenger and mobility devices on our transit vehicles as needed and requested. Accessible formats with our procedures will be supplied on request. Persons with a disability are allowed to travel with a medical aid. A Description of how our drivers will assist disabled passengers is addressed in our Deseronto Transit Accessibility Handbook.

Requirement 47 – Transit Stops

Past practice for boarding and de-boarding is consistent with this requirement. Deseronto Transit shall ensure that persons with disabilities are able to board and de-board a transportation vehicle at the closest available safe location, as determined by the operator, if the official stop is not accessible and the safe location is along the same transit route.

Requirement 49 – Courtesy Seating

Deseronto Transit has identified courtesy seating for persons with disabilities on all its transportation vehicles that meet the standards in section 49.

PROCESS FOR MANAGING, EVALUATING AND TAKING ACTION ON CUSTOMER FEEDBACK

Feedback from customers can be generated by the customer or extracted by the Town of Deseronto. The methods for managing, evaluating and taking action with respect to each method are discussed in greater detail below.

RECEIVING FEEDBACK (CUSTOMER GENERATED)

Feedback from customers (good or bad) serves as key inputs to Deseronto Transit's service delivery and operating decisions, including those elements dealing specifically with accessibility.

Customer feedback is directed to the Clerk's office in the Town of Deseronto. Riders may access pdf fillable feedback forms directly from the transit web page or on our public transit vehicles and in person at the transit office. Forms may be emailed, faxed, mailed, handed in personally or dictated by phone.

At the time the contact is received, the customer is asked to indicate whether they would like to be contacted directly with a response. In all cases where a customer has indicated their desire for a response, and to the extent they have provided valid contact information, the Clerk contacts the customer.

In terms of compliments, all Deseronto Transit employees who are identified in compliments received from customers are acknowledged for the quality customer service they have provided.

Requests received are generally with respect to service (actual service, bus stops, bus times, etc.) and are forwarded to the Clerk for review and follow-up. In most cases, the requests are summarized and shared with Council. In the event a request is something that can be acted upon outside of the service planning process, appropriate action is taken by the Clerk and the customer is advised accordingly.

Complaints are recorded, investigated to the extent necessary and forwarded through the appropriate channels for investigation and action as appropriate. Customers who request a response to a complaint will be advised that an investigation has taken place and the matter was dealt with accordingly; however, in accordance with privacy legislation and related Town of Deseronto policy, they will not be provided with any details with respect to personnel matters.

PROCEDURES TO ADDRESS EQUIPMENT FAILURES

There are a number of steps taken on a daily basis in an attempt to mitigate in-service break downs, including the following:

- Daily bus defects are reported to the Clerk for follow-up by maintenance before buses are re-deployed.
- Every evening when buses are serviced (refueled, cleaned, etc.); employees also check that features of the bus appear to be in working order. In the event that an issue is discovered, the bus is either repaired that evening, or removed from service the following day until it can be repaired.
- Each day, prior to a bus leaving the garage for service, the Operator completes a "circle check", ensuring that the vehicle is functioning properly, this check includes the various accessibility features on the bus (ramp, kneeling feature, tie downs, etc.). Should any features be found to not be in working order, the Operator will attempt to have it repaired prior to going into service.
- Accessibility equipment is regularly serviced according to recommended manufacturer guidelines.

While the aforementioned steps should mitigate in-service breakdowns, they do not eliminate them. When a bus defect disables the bus while in service, the following steps are taken:

- The bus Operator contacts dispatch and relays the defect information.
- The Dispatcher determines the extent of the defect and whether the bus can be repaired in service.
- If the bus defect can be repaired in service, dispatch contacts the mobile mechanic and co-ordinates a timely repair.
- If the defect cannot be repaired in service, to facilitate a trip the Clerk will if feasible have our other wheelchair accessible vehicle commissioned for the route requiring the accessible service. (Please note: Deseronto Transit is limited in fleet size, with two wheelchair accessible vehicles that are used simultaneously on separate routes and this may not be feasible. Current other back up vehicles are not wheelchair accessible.)
- If we are not able to facilitate a trip for a disabled passenger, this will be communicated to our passenger as soon as possible and arrangements for another trip will be offered.

It should be noted that the procedures set out above may be impacted by severe weather or other vehicle or routing issues that may result in the inability to replace buses experiencing difficulty in service (i.e. severe winter conditions may impact the functionality of the ramp or kneeling features of the bus).

ACCESSIBLE BUS STOPS AND BUS SHELTERS

All of Deseronto Transit bus stops are endeavored to become wheelchair accessible. As a regional transit provider, available bus stops in other regions are maintained (snow removal, etc.) in that jurisdiction. No bus shelters are owned or maintained by our organization. One of Deseronto Transit's main bus stops is located at the Belleville Bus Terminal owned and operated by the city of Belleville and it is fully accessible.

FUNDING FOR ACCESSIBLE SERVICES

The rate at which Deseronto Transit's conventional transit services fleet can be made accessible and be compliant with all future IASR legislation is highly dependent on the level of funding sources that we are able to access. The very existence of our transit operation may be impacted by the timing and priority of implementation of future IASR regulations (Integrated Accessibility Standards) as Deseronto Transit is a very small organization with a limited budget and human resources.

Future funding sources are now being identified and IT solutions researched with the long range goal of acquiring the required automated call out systems. Additionally, part-time administrative staff is being allocated to allow for extra time to develop policies, procedures and training material to ensure compliance with AODA requirements.

APPENDIX II

DESERONTO TRANSIT ACCESSIBLE CUSTOMER SERVICE POLICY

Ontario Regulation 429/07,
Accessibility for Ontarians with Disabilities Act (2005).

CONTENTS

I. Purpose / Background Information

II. Application

III. Definitions

1 Policy Statement

1.1 General Principles

1.2 Notice of Temporary Disruptions in Services and Facilities

1.3 Assistive Devices and other Measures that Assist with Accessibility

1.4 Service Animals

1.5 Support Persons

1.6 Feedback

1.7 Training

1.8 Availability and Format of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

1.9 Notice of the Availability of Documents

1.10 Training of Agents

1.11 Supporting or Linked Policy/Procedure Documents

1.12 Link to Other AODA Standards

2 Community Consultation

3 References

Purpose / Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

Application

This policy applies to all persons who deal with the public and those specifically designated, by contract to act, from time to time, on behalf of Deseronto Transit Transportation. This includes persons who are employees (full time, part time and/or on contract) the Deseronto Transit Management Committee and volunteers.

Definitions

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

Disability

Disability, defined to include:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment,

- muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
 - c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d. a mental disorder, or
 - e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Organization

Refers to Deseronto Transit

Nurse

A Registered Nurse or Registered Practical Nurse who is a registered member in good standing with the College of Nurses of Ontario.

Physician

A physician who is a registered member, in good standing, with the College of Physicians and Surgeons of Ontario.

Service Animal

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

1 Policy Statement

The purpose of this policy statement is to communicate Deseronto Transit's commitment to providing safe and courteous conventional transit services in a manner that respects the dignity and independence of persons with disabilities and promotes the principles of integration and equal opportunity.

Deseronto Transit will review and modify any of its policies and standard operating procedures that are not consistent with this commitment.

1.1 General Principles

The Provision of Goods and Services to Persons with Disabilities

Deseronto Transit will use reasonable efforts to ensure that its policies and standard operating procedures are consistent with the following principles:

- the organization's services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the organization's services to persons with disabilities are to be integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the organization's services and,
- persons with disabilities are given opportunities equivalent to that of persons without disabilities to obtain, use or benefit from the organization's services.

1.2 Notice of Temporary Disruptions in Services and Facilities

Temporary disruptions in transit service may occur due to reasons that may or may not be within Deseronto Transit's control or knowledge. We will provide notice of the disruption to the public, including:

- Information about the reason for the disruption;
- Its anticipated duration; and,
- A description of alternative services that may be available.

Where the disruption to transit service is planned, Deseronto Transit will provide notice in advance of the disruption. However, in the case where the disruption is unplanned, we will provide notice as soon as possible.

Depending on the nature of the service disruption, notice may be provided by a variety of methods, and may include:

- Postings at bus stops;
- Postings on notice boards on the buses;
- Information on the Town's website (www.deseronto.ca); or
- Other means that are reasonable and applicable under the circumstances.
- **and, upon request, shall give a copy of a document to any person.**

1.3 Assistive Devices and other Measures that Assist with Accessibility

Deseronto Transit is committed to providing public transit service to people with disabilities who use assistive devices.

A person with a disability is to provide their own assistive device for the purpose of obtaining, using and benefiting from the organization's services. Exceptions may occur in situations where the organization has determined that the assistive device (example segways <http://www.mto.gov.on.ca/english/dandv/vehicle/emerging/segway-faq.shtml>) may pose a risk to the health and safety of a person with a disability or the health and safety of others on the services and/or at the premises.

In these situations and others, the organization may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the organization's services, where the organization has such other measures available. This includes having the person leave the assistive devices and sit in a passenger seat in the vehicle.

Persons with a disability are responsible to ensure their assistive device is operated in a safe and controlled manner at all times in accessing the organization's services. This includes setting the brakes as appropriate on manual assistive devices (wheelchairs) or in the case of power assistive devices (chair or scooter) switching the power off.

Bus Operators are responsible for ensuring that wheeled mobility devices are properly secured, complete with the appropriate tie-downs and restraining devices and securely fastened before moving the bus. Should the passenger refuse to have his or her mobility device secured, the Operator will advise that it is mandatory for safety reasons. If the problem persists, the Operator will contact Dispatch and request assistance from management.

In the event that the passenger is traveling with an attendant who wishes to secure the mobility device the Operator must check to ensure the devices have been properly secured.

1.4 Service Animals

Service animals accompanying persons with disabilities are welcome on the premises and Deseronto Transit vehicles. A service animal is in service when it is being used for reasons related to a person's disability. In some circumstances, we may ask for a letter from a physician or nurse confirming that the animal is required for reasons relating to a disability.

Pets are not permitted on the service or on the premises.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

1.5 Support Persons

A person with a disability may utilize the services and/or enter premises owned and operated, by the organization with a support person and have access to the support person while on the service and/or on the premises.

The organization may require a person with a disability to be accompanied by a support person while on the service and/or on the organization's premises in situations where, in the opinion of the organization it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

A support person, when assisting a person with a disability to use the organization's services, according to Deseronto Transit's fare policy shall not be charged in association with the use of our transit services.

1.6 Feedback

Deseronto Transit welcomes and encourages feedback from customers as it may identify areas that require change and encourages continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, or in an electronic format.

Addresses, phone numbers, email and electronic links for feedback

- Deseronto Transit electronic feedback form:
<http://deseronto.ca/departments/deseronto-transit/#feedback>
- Deseronto Transit phone: 613-396-4008
- Deseronto Transit email: gmaracle@deseronto.ca
- Deseronto Transit fax: 613-396-3141
- Deseronto Transit mailing address: 100 Prince St, P.O. Box 310 ,
Deseronto ON K0K 1X0

- The Town of Deseronto feedback form:
<http://deseronto.ca/wp-content/uploads/2010/10/accessible-customer-service-feedback-form-user.pdf>
- The Town of Deseronto phone: 613-396-2440
- The Town of Deseronto mailing address: 331 Main St. P.O. Box 310,
Deseronto, ON K0K 1X0

Information about the feedback process is identified in Deseronto Transit's Multi-Year Accessibility Plan and readily available to the public, posted on the organization's website (Deseronto.ca) and/or in other appropriate locations.

1.7 Training

Employees of Deseronto Transit will communicate with people with disabilities taking into account their disability.

Deseronto Transit will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The content of the training will include:

- An overview of the purpose of the Accessibility for Ontarians with Disabilities Act (AODA), the requirements of Ontario Regulation 429/07 (Customer Service Standard), and Deseronto Transit policies, procedures and practices relating to the provision of services to people with disabilities.
- Instruction on how to interact and communicate with people with various types of disabilities.
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a service animal or support person.
- Instruction on the use of accessibility equipment or devices such as lifts, ramps, and securement systems.

- Instruction on what to do if a person with a disability is having difficulty accessing transit services

Specific training policies, practices and procedures are available upon request.

Timeline for Training

The various training requirements are addressed through a variety of programs/initiatives using a variety of training approaches. Such training has and/or is provided as soon as practical based upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the applicable organization's policies, procedures and practices governing the provision of services to persons with disabilities.

Records of Training

The organization will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA").

1.8 Notice of the Availability and Format of Documents

This policy statement describes Deseronto Transit's customer service policies, practices and procedures on the provision of services to people with disabilities.

In addition to this web version of Deseronto Transit's policy statement, the Statement and all other documents required by the Customer Service Standard pertaining to Deseronto Transit's policies, practices and procedures on the provision of services to persons with disabilities can also be obtained by contacting Deseronto Transit at 613-396-4008 or the Town of Deseronto at 613-396-2440.

This documentation will be made available upon request to customers with disabilities in a format that takes into account their disability. The length of time it will take to provide information in alternative formats will depend on the format requested. Every effort will be made, however, to process requests in a timely fashion.

1.9 Training of Agents

Currently no independent contractors sell Deseronto Transit's fare media; however, responsibility for training of independent contractors, selling the organization's fare media is assessed as attached to the individual organization versus the organization. The position recognizes the independence of the contractors, noting the selling of fare media is not an integral or essential part of the contractor's business and as such Deseronto Transit Transportation does not exercise control over such businesses, the manner in which they conduct their business, nor in the training and monitoring of employees.

1.10 Link to Other AODA Standards

The Customer Service Standard policy statement herein described is subject to review and amendment from time to time as other common and sector specific standards developed under the AODA come into force.

2 Community Consultation

Deseronto Transit is committed to a process of community consultation which will be governed by Council. Council encourages advises on issues that concern and relate to the transportation of persons with disabilities with the goal of inclusion and equal opportunity of services for the disabled at any time.

Deseronto Transit has published its first Accessible Transit Services Plan and is in the process of holding its first annual public forum for review of this plan. Further information is available on our website at Deseronto.ca

3 References

Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act (2005).