

## **Accessibility for Ontarians with Disabilities**

BRA is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

All BRA employees that deal with the public have been trained on the AODA standards for customer service and all new employees will be trained during the orientation session. A copy of these standards will be made available to anyone requesting it in an accessible format. To request a copy, contact Mark Straatman at 519-228-6678 extension 234.

In the event of an interruption of service a notice will be placed on this website and notices will be given to local radio stations and affected municipalities.

The Association is committed to provide superior service to all of its customers including those with disabilities. If you are not mobile and do not have access to a caretaker, special assistance can be accommodated by application through the Association. Contact BRA dispatch at 519-228-6678 extension 228 to request assistance.

## **Multi-Year Accessibility Plan**

### **Information and Communication Standard**

By January 1, 2015 the Association will make sure a feedback form is posted on the website as well as available in an accessible format to ensure that it is meeting the needs of people with disabilities and to consult with people with disabilities to determine their information and communication needs.

By January 1, 2019 the Association will ensure that all new websites and content on those sites conform with WCAG 2.0, Level A.

### **Employment Standard**

By January 1, 2016 the Association will take the necessary steps to ensure that :

- job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.
- build the accessibility needs of employees into their human resources practices.
- create a written process for developing and documenting individual accommodation plans for employees with disabilities.
- help employees stay safe in an emergency by providing them with individualized emergency response information when necessary.