

TOK Coachlines – Accessibility Plan Progress Report

1. Introduction

This progress report outlines the actions TOK Coachlines has taken to identify, remove, and prevent barriers in accordance with the Accessible Canada Act (ACA). The report also highlights remaining challenges and outlines the ongoing efforts toward an accessible and inclusive organization.

2. Feedback Summary

Status: Ongoing

TOK Coachlines continues to welcome and receive feedback on its Accessibility Plan via email, phone, and mail. No major issues or complaints have been reported during this period. TOK remains committed to responding to all feedback promptly and accommodating individuals' needs during the process.

3. Progress on Areas Identified Under Section 5 of the ACA

EMPLOYMENT

- **Barrier 1:** Transportation regulations/physical requirements limit some applicants.
Action Taken: All interview and hiring processes are now reviewed to ensure fairness and alignment with occupational requirements.
Status: Implemented; ongoing monitoring by HR.
- **Barrier 2:** 24/7 operations impact accessibility for some candidates.
Action Taken: Job descriptions and expectations have been updated to clearly communicate scheduling requirements.
Status: Completed and communicated through recruitment materials.

BUILT ENVIRONMENT

- **Barrier 3:** Second-floor office space inaccessible.
Action Taken: Interim measures in place to accommodate meetings on the ground floor or electronically.
Status: Implemented; long-term planning includes future renovations with accessibility upgrades.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

- **Barrier 4:** Rapid tech changes can make upgrades obsolete.
Action Taken: Partnership with IT stakeholders ensures continual updates and compliance with WCAG 2.1 AA.
Status: Completed; ongoing review in place.

COMMUNICATION (Other than ICT)

- **Barrier 5: Lack of standard process for alternative formats**
Action Taken: At this time, we do not have a formal system for managing alternative formats, as we have not received any requests and there has been no demonstrated demand. Additionally, the availability of personal assistive technology—such as screen readers, magnification tools, and text-to-speech apps—has significantly reduced the need for alternate format materials among our users.
Status: No system currently in place. However, we are committed to providing materials in alternate formats upon request and will implement appropriate processes if demand arises.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

- **Barrier 6:** No current barrier identified.
Action Taken: Accessibility criteria now considered in all new procurement decisions.
Status: Active policy; being applied going forward.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

- **Barrier 7:** Training based on AODA/OHRC, not ACA.
Action Taken: We have implemented a comprehensive accessibility training program for all employees. The training covers the principles of accessibility and inclusion, including how to engage with individuals with disabilities in a respectful and effective manner. The training also educates staff on recognizing and addressing accessibility barriers.

This training complies with both provincial and federal accessibility regulations, specifically the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessible Canada Act (ACA). It ensures our employees are equipped to provide accessible services and support, in alignment with the standards set out in both the AODA and ACA.

Status: The program is ongoing, with regular updates to reflect new accessibility guidelines, ensuring continued compliance and effectiveness in addressing accessibility needs.

TRANSPORTATION

- **Barrier 8:** Inaccessible vehicles in current fleet.
Action Taken: Sourcing of accessible carriers is ongoing; accessibility options discussed during bookings. Consideration of accessible vehicle purchases in future orders.
Status: In progress; interim accommodations arranged where possible.

4. Consultations

TOK Coachlines continues to encourage stakeholders, staff, and the public to participate in consultations by offering multiple methods of communication. No new consultations were conducted during this reporting period, but ongoing feedback is welcome.

5. Next Steps

- Continue ACA training.
- Continued monitoring and updates to ICT infrastructure.
- Planning for future renovations / relocation will address built environment barriers.
- Evaluate vehicle fleet options to expand accessibility offerings as needed.

6. Contact Information

For feedback, questions, or to request alternate formats of this report:

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