



## ACCESSIBILITY

Legend Fleet Solutions is committed to upholding and exceeding Ontario's legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account.

### DEFINITIONS

Definitions taken from the *Accessibility for Ontarians with Disabilities Act, S.O. 2005, C. 11* or *Ontario Human Rights Code*.

"Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

"Barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; ("obstacle").

"Disability" is defined broadly by the *Ontario Human Rights Code* as:

1. "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 coordination, 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*."

### POLICY

Legend Fleet Solutions will make every reasonable effort to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, including all applicable elements of the *Integrated Accessibility Standards*.

1. Information and Communication
2. Employment



3. Customer Service
4. Design of Public Spaces

Legend Fleet Solutions will provide training to all employees and volunteers:

- The requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR); and
- The Ontario Human Rights Code (OHRC) as it pertains to persons with disabilities.

Training will be provided as soon as practicable after onboarding and on an ongoing basis when changes are made to accessibility policies, practices, or procedures.

### **Information and Communication**

Legend Fleet Solutions will make its information accessible to people with disabilities by creating materials and supports in accessible formats, and it will notify the public of the types of accessible formats provided.

Upon request, Legend Fleet Solutions will provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability. These will be provided at a cost that is no more than the regular cost charged to other persons.

This extends to any emergency procedures or safety information prepared by Legend Fleet Solutions.

### **Employment**

Legend Fleet Solutions welcomes and encourages employment applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

If a job applicant requests accommodation, Legend Fleet Solutions will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

When making offers of employment, Legend Fleet Solutions will notify the successful applicant of its policies for accommodating employees with disabilities.

New employees will be reminded about the organization's job accommodation policies as soon as possible upon being hired and notified when any future changes are made to policies. Policy and practice information will include available employment accommodations that will be provided for job related matters such as performance management, career development, emergency response plans, and return to work information. Legend's individual accommodation plan process document is used to list the requirements and accommodations that will be implemented.



Legend Fleet Solutions will consult with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

## **Customer Service**

Legend Fleet Solutions will provide customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Service to people with disabilities will be integrated with others, unless an alternate way of providing the goods, service or facility is required by the person with the disability.
- Persons with disabilities will be given equal opportunity to use and benefit from the goods, services, or facilities an organization or business has to offer.
- We will communicate with people with disabilities in a way that takes the individual's disability into account.

### Assistive Devices, and Service Animals, Service Dogs or Guide Dogs

Persons with disabilities who use an assistive device will be permitted to use their own device to access the goods and services of Legend Fleet Solutions.

If a person with a disability is accompanied by a guide dog or other service animal, Legend Fleet Solutions shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

### Support Workers

If a person with a disability is accompanied by a support person, Legend Fleet Solutions will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

Legend Fleet Solutions will ensure that notice is given in advance if admission fees will be charged to support workers for accessing the goods or services in their role as support person, including how much the fee will be.

### Service Interruptions

If there is a temporary disruption in any of our services either in whole or in part, Legend Fleet Solutions will provide notice of the disruption to the public via as many channels as possible, in accessible formats, where available. We will physically post notices where the disruption is taking



place as well as through any other channels that are appropriate such as email, phone, text, social media, or on our website.

Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

#### Process for Receiving Feedback

Legend Fleet Solutions will accept feedback about the way in which it provides goods and services to persons with disabilities in person, by phone or email, or in another way that is suitable to a person with a disability.

Email: [hr@legendfleet.com](mailto:hr@legendfleet.com)

Call: 519 688 1043

When a complaint is received about the way we provide goods, services, or facilities to persons with disabilities, Legend Fleet Solutions will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

#### **Design of Public Spaces**

If Legend Fleet Solutions redesigns or redevelops public spaces such as parking areas, exterior paths of travel, indoor or outdoor service counters, waiting areas, or queuing lines, the work will be completed in accordance with the *Design of Public Spaces Standard* under the Accessibility for Ontarians with Disabilities Act (AODA).

Legend Fleet Solutions will also ensure that any newly constructed or redeveloped public spaces are properly maintained to meet the accessibility requirements outlined in the AODA.