

# Ontario Truck Driving School

## **AODA Multi-Year Accessibility Plan**

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### **Message from the CEO**

Ontario Truck Driving School considers accessibility a major priority as an inclusive and equitable training institution. We have made significant strides in inclusivity over the past few decades. This accessibility plan represents the next step in our effort to open our training programs to all ministry-qualified individuals with disabilities.

### **Introduction**

Ontario Truck Driving School (OTDS) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Ontario Truck Driving School is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. This plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the Policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Strategies and Actions**

Ontario Truck Driving School is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

In order to achieve this, we are:

- Ensuring all websites, documents, emails, and files are AODA compliant and available in multiple formats (large print, e-text, captioned media, etc).
- Training all employees in accessibility standards and practices.
- Letting the public know about our standards via our website and in-person.

### **Customer Service and Feedback:**

Customer service and satisfaction is a priority for OTDS. Especially for people with disabilities, accessing services and providing feedback can be difficult. Below are steps

we are currently in the process of implementing / have implemented in order to provide the best customer service and feedback opportunities for all Ontarians:

- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner.
- Communicating in a manner that takes into account the customer's disability.
- When receiving and responding to feedback, OTDS will take into account persons with disabilities. We accept feedback by telephone, email and mail. We have a student complaint form on our website, as well as our contact information.
- We will be putting an "Accessibility Commitment" tab on the bottom of every webpage to notify the public that accessible formats and communications supports are available upon request. Individuals can click on this tab to receive more information about alternative methods of communication.

## **Information and Communications**

OTDS is committed to making our information and communications accessible to people with disabilities. We provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities. O. Reg. 191/11, s. 15 (1). We are doing this by:

- Ensuring all current documents, emails, and files are AODA compliant and available in multiple formats.
- Making sure any past student information, documents, receipts, files, etc. are transcribed into accessible formats upon request.
- Publishing program information in multiple formats, e.g. captioned video, e-text, audio files, etc.
- The registrar offices are reminded of the obligations of Section 15(1)2 to provide student records and information on program requirements in an accessible format when requested by persons with disabilities.
- OTDS will ensure that faculty and others responsible for selecting educational material are aware that it must be available in accessible formats, whether it is purchased or created by the faculty member.
- Materials will be available in large print, e-format, digital audio, and / or captioned media whenever possible.

## **Employment**

OTDS is committed to fair and accessible employment practices. We take this into account by advertising on job postings about our accessible hiring and employment practices and available accommodations for those that require them.

OTDS will always evaluate candidates based on merit. All reasonable accommodations will be made for employees to be able to work in a safe, comfortable, and productive environment.

## **Training**

OTDS is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. We train every person as soon as practicable after being hired and provide training in respect of any changes to the Policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

We provide training online and in-person.

## **Other**

For OTDS, student learning and satisfaction are at the top of our priorities. Due to the nature of our training (heavy equipment, large vehicles, etc) we give accessibility accommodations when feasible and only when allowing them will continue to support the safety and learning of the students involved. Over the next few years, we will:

- Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,
  - a. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or
  - b. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.
- In accordance with requirements under the Ontario Human Rights Code, all Ontario universities are expected to provide accommodations to students upon request. Normal procedures should therefore be followed. Institutional staff will be reminded of this requirement regularly.

**For more information, please contact:**

Main Office

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Our accessibility plan is publicly posted at:

[www.otds.com](http://www.otds.com)

**Standard and accessible formats of this document are free on request from:**

Main Office

Phone: 519-858-9338

Email: [training@otds.com](mailto:training@otds.com)

**Educator's tool kit for accessible learning:**

<https://accessiblecampus.ca/tools-resources/educators-tool-kit/>