

## AODA Self-Certified Accessibility Report

	Question	Answer
1	Do you meet all of the consultation and taxi requirements under the Integrated Accessibility Standards Regulation?	YES
2	Is your organization complying with the requirements of the Customer Service Standard that came into effect prior to this report and are you implementing the Customer Service training policy by continuing to train staff on an ongoing basis?	YES
3	Does your organization have written accessibility policies and a statement of commitment?	YES
4	Has your organization established, implemented, maintained and posted a multi-year accessibility plan?	YES
5	Does your organization provide its emergency procedures, plans or public safety information that it makes available to public, in an accessible format upon request?	YES
6	Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standard?	YES
7	Do you make current information about accessibility equipment available to the public and do you have measures in place to accommodate those who rely on the equipment if it fails to work?	YES
8	Do the operators of your vehicles provide assistance to people with disabilities to board and deboard, and ensure the safe storage of their mobility aids and mobility assistive devices?	YES
9	If a person with a disability cannot use your conventional transportation services because of their disability, do you provide that person with an alternative accessible method of transportation?	YES
10	Does your organization ensure that people with disabilities are not charged more than people without disabilities, and do you provide accessible fare payment options?	YES
11	Do your operators allow people with disabilities to board or deboard vehicles at the nearest safe location if a transit stop is not accessible and do your operators promptly report inaccessible stops or temporary barriers?	YES
12	Do your vehicles provide clearly marked seating for people with disabilities and have you developed a communications strategy to inform the public about the purpose of the seating?	YES
13	Do your conventional transportation vehicles provide pre-boarding verbal (on request) announcements and audible on-board verbal announcements of all destination points or available route stops?	YES
14	Do your new transportation vehicles meet the technical requirements outlined in the IASR that are intended to support the safe boarding, travel, and deboarding of persons with disabilities?	YES
15	Does your specialized transportation service provide service to eligible visitors, and, where space is available, do you allow companions and dependents to travel with people with disabilities?	YES
16	Does your specialized transportation service provide origin to destination services that take into account the abilities of passengers and facilitate connections between specialized services provided in adjacent municipalities (including determining accessible stops and drop off locations)?	YES
17	If your specialized transportation service requires reservations, do you provide information about service delays to affected passengers in a manner agreed to by your organization and the passenger?	YES
18	Does your specialized transportation service provide, at a minimum, the same hours and days of service as your conventional transportation services?	YES
19	Has your organization implemented and documented its emergency preparedness and response policies for the safety of persons with disabilities and are these policies available to the public and provided in an accessible format upon request?	YES
20	Do you include accessibility criteria and features in your procurement process and, if applicable, do you incorporate accessibility features when designing, procuring or acquiring self-service kiosks?	YES

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	Comment
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16	However, as the adjacent municipalities to the City of Orillia do not provide specialized transportation, the 2nd part of this question is not applicable at this time.
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**General Comment/Commentaires généraux:**

No comment was entered. Aucun commentaire n'a été saisi.