

# HI-WAY 13 TRANSPORT ACCESSIBILITY PROGRESS REPORT

## GENERAL

We have designated our General Manager, Jessie Kneller and HSE Manager, Jay Green to manage inquiries on behalf of Hi-Way 13 Transport about our accessibility plans, progress reports, and feedback process.

We welcome feedback related to our accessibility plan and progress reports from our employees, customers and members of the public. We are committed to reviewing the feedback we receive and taking meaningful steps to address barriers that are encountered when individuals interact with our business.

You can send feedback anonymously through the online survey through Bistrainer, or a QR code that is available at the front door in the office. Or, you can include your name and contact information and provide feedback in the following ways:

- **Send an email to:** [jessiek@hiway13.com](mailto:jessiek@hiway13.com) or [jay@hiway13.com](mailto:jay@hiway13.com)
- **Call by phone at:** 780-878-8573 or 780-878-4580
- **Mail us at:** 4621 39 Street, Camrose, AB T4V 0Z4

We will confirm that we have received your feedback.

When requested, we will provide a copy of our accessibility plan, progress reports, or description of our feedback process in one of these alternate formats:

- Print
- Large print
- Braille
- Audio format

For print and large print, we will send you the document within 15 days. For Braille and audio formats, we will send them to you within 45 days.

## ADDRESSING AREAS IDENTIFIED IN THE ACCESSIBLE CANADA ACT

### EMPLOYMENT

#### Barrier #1:

Our company currently does not attract any applicants from underrepresented populations such as persons with disabilities.

#### Progress:

- Hiring Manager trained on Accessibility Awareness
- Future job postings will mention our commitment to accessibility and inclusion

### BUILT ENVIRONMENT

#### Barrier #2:

Some spaces within the office and truck yard may limit the mobility of employees and visitors with disabilities.

#### Progress:

- In an effort to allow staff to assist those with limited accessibility enter the premises, a doorbell has been installed with signage to indicate if a person requires assistance to ring the doorbell
- Install hand rails along all stairways

#### Barrier #3:

Stairways in the office building have no indicators of drops, and are currently lacking visibility.

#### Progress:

- Steps have been outlined with hi-visibility markings

## INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

### Barrier #4:

The current staff is not well versed in accessibility technology and does not know how to assist personas with disabilities in the workplace

### Progress:

- HSE Manager has received training on accessibility awareness
- Train all employees to increase their accessibility knowledge and learn how to adapt services and improve interactions with persons with disabilities.

## COMMUNICATION OTHER THAN ICT

### Barrier #5:

There is a limited amount of communication formats for communication with employees, with no alternate formats available.

### Progress:

- Will provide alternate formats within the specified time frames under the *Accessible Canada Regulations* (Part 1, 8(3)(a)(b))
  - Large Print
  - Contrasting color formatting
  - Audio Format of written documents
  - Computers with voice output

## PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

### Barrier #6:

Hi-Way 13 Transport's procurement procedures do not currently take into consideration accessibility requirements.

### Progress:

- Staff have been informed that they are permitted to purchase goods either via phone, email, online platforms or in person.

## Design and Delivery of Programs and Services

### Barrier #7:

The company's standard approach to date does not ensure all programs, processes or services have taken accessibility into account.

### Progress:

- Using feedback from all persons within the company, develop guidelines on how to apply the accessibility lens when reviewing company policies and programs.
- Provide training on the *Accessible Canada Act* and *Accessible Canada Regulations* for those whose role is to develop programs and policies.

## TRANSPORTATION

### Barrier #8:

Hi-way 13 Transport is currently limited in the options that it provides for employees that experience challenges and concerns with driving during dawn, dusk, or nighttime driving.

### Progress:

- Drivers that are incapable or not comfortable driving during dawn, dusk or nighttime are to inform Dispatch and proper scheduling will be handled to accommodate their needs.

## Consultations

To align with Hi-Way 13 Transport's commitment to make our workplace environment accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

**What we consulted on:** As part of the consultation process, we asked participants to provide input on barriers that they or fellow coworkers face while at work. This included requesting their ideas and suggestions for improvement.

**When we consulted:** Beginning April 30, 2024 – Ongoing.

**Who was consulted:** We invited feedback from our employees with and without disabilities, individuals from outside our company, and an association that supports persons with disabilities.

**How we consulted:** We took steps to ensure that the consultations were inclusive and accessible. We invited our employees with and without disabilities to provide feedback via written email, through an anonymous survey online, mail, or in-person 1:1 meetings if requested.

## FEEDBACK

In the past year, we have received the following feedback;

- Handrails added to both sides of stairwells in case dizziness or balance issues happen while using the stairs.

## CONCLUSION

Hi-Way 13 Transport will continue to monitor and assess progress to ensure the remaining accessibility goals are achieved and that any outstanding or potential barriers identified in the accessibility plan are addressed or prevented.

We encourage individuals to share their feedback through our designated feedback process. All input received will be used to support the full implementation of our accessibility plan. We will review and respond to feedback thoughtfully, considering it in future updates and improvements to our accessibility efforts.

A new progress report outlining the implementation of our current accessibility plan will be published. Following that, we will release an updated accessibility plan to guide our continued commitment to accessibility.