



Denny Bus Lines Ltd.

Accessibility Plan

2024-2027



Accessibility Plan – Denny Bus Lines Ltd.

The Accessible Canada Act

The Accessible Canada Act is a federal law that requires all federal regulated companies, and agencies with 100+ employees to prepare plan and progress reports in finding, eliminate, and prevent barriers to accessibility including persons with disabilities. Adopted in 2019, the Act's primary goal is to create a Canada that is free of barriers by 2040.

Executive Summary

Denny Bus Lines Ltd., is committed to building a culture of inclusivity and accessibility. Our company values of Safety, Service and Integrity lend themselves to this commitment. We wish to continue to enhance our operations by ensuring access to all as it is critical to our continued growth and competitiveness as an employer in the bus transportation industry. We will contribute to a barrier-free Canada for everyone by building an accessibility framework that will support employees and our customers to have the best experience possible with our services.

Denny's believes in treating people with dignity and respect. A way to make this happen is through having an approachable and open communication style and process.

Denny Bus Lines Ltd. has been a leader in the school bus and motor coach industry for over 60 years. With our third generation taking part in the day-to-day operations of the company, our family-owned company has been providing our customers with secure, dependable charter services in Ontario and throughout North America.

We know creating a barrier-free environment takes time and we are dedicated to the ongoing identification, removal and prevention of barriers. Denny Bus Lines Ltd., will build on our current efforts through the development of our initial Accessibility Plan as required under the Accessible Canada Act. This Accessibility Plan will guide our organization in meeting our accessibility commitments and in building an accessibility-confident culture.

Accessibility Statement

At Denny Bus Lines Ltd., we are committed to providing a barrier-free environment for new and existing clients, employees, and job applicants.

All Canadians have the right to benefit from our services equally and those who work with us have the right to perform their jobs free of barriers.

Accessibility Strategy

Denny's accessibility strategy aligns with the focus areas stated in the Accessible Canada Act. The Company's goal is to adopt a proactive approach in relation to the identification and removal of barriers across our services and offerings to our clients and employees. We will:

- Create and promote a diverse and inclusive workforce
- Build accessible barrier free spaces
- Adopt the "Nothing without us" principle in the Accessibility Act: Persons with disabilities are equal participants in all areas of life.



Your Input and Feedback ([click here to provide feedback](#))

Denny Bus Lines Ltd., welcomes feedback on our Accessibility Plan from the public, clients, and our employees. This feedback is valuable to us as it helps us break down accessibility barriers and build on our commitment to accessibility and inclusion.

If you have an inquiry or feedback, please use one of the contact methods below. We will respond to all feedback in a timely manner. If you require support while providing feedback let us know and we will do our best to accommodate your needs.

Contact: [Manager, Human Resources](#)

Mailing Address: [5414 4th Line, Town of Erin, Acton, ON L7J 2L8](#)

Email: hr@dbl.ltd

Telephone: [519-833-9117](tel:519-833-9117)

Website: www.dennysbuslines.com

All feedback received will be reviewed by the representative collecting the feedback (Human Resources) and Denny's General Manager. Consideration will be given to all feedback received, and a response or summary may be included in the next progress report. The personal information of anyone providing feedback remains confidential, in accordance with all applicable privacy laws, unless consent is given otherwise.

Reporting on our plan

As required by the Accessible Canada Act, we will publish a status report every year that shows our progress against our commitments. We will review and update our accessibility plan every three years.

Addressing areas identified in the Accessible Canada Act

Employment

Denny's understands that improving workplace accessibility and providing an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture.



The company commits to addressing existing barriers and preventing new barriers in employment. After review of the policies, practices, and services. The following barriers were identified:

- Our company continues to face competition for employees and is currently and continuously facing difficulties in attracting qualified applicants from underrepresented populations that includes persons with disabilities.
- There is a need to expand our understanding of the range and variety of accommodation options available to persons with disabilities interested in becoming bus drivers.

The company will take the following actions to these identified barriers, to be achieved after this plan is published:

- Enhance the careers section of our website to increase visibility to Canadians with disabilities of the various jobs available in our organization.
- Enhance and highlight the visibility of our commitment to inclusion and equity in our hiring advertisements.
- Benchmark current recruitment, selection and onboarding practices against leading accessibility practices in other home to school bus and charter operators and different, but comparable companies and industries.
- Support training for our hiring/recruiting staff and managers, increasing their knowledge on how to ensure a barrier free selection, hiring and accommodation process. i.e. unconscious bias training
- Conduct internal survey of employees to gain a better understanding of current persons with disabilities and identify options for a wider range and variety of potential accommodations.
- We will continue to ensure that all job postings (internal and external) state our commitment to inclusivity, diversity and accessibility for all people, noting that accommodations will be made for those who request such accommodations as follows, "In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Disabilities Act of Canada, upon request, accommodation will be provided by us throughout the recruitment, selection and/or assessment process to applicants with disabilities."

The Built Environment

Denny's will work to identify, remove, and prevent new and existing barriers in relation to the built environment. The following barriers were identified:

- Some spaces within the office and yard 'may' limit mobility access for employees.

The company will take the following actions to address these identified barriers, to be achieved after this plan is published:

- Review the following areas:
 - Current 'ramp' to ensure wheelchair accessible.
 - Signage, as needed, to improve informative visibility to our employees
 - Current illumination of yard at night



Information and Communication Technologies (ICT)

Denny's understands that communication to and with the company is vital to employees and clients. The following barriers were identified in relation to information and communication technologies at the company:

- The company will ensure that future website development remains within required standards. In January 2024 our website was redesigned and was developed in accordance with all Accessibility IT Standards
- The company will highlight the need for accessibility technology when working with our IT provider

The company will take the following actions to address these identified barriers, to be achieved after this plan is published:

- Plan and review additional assistive technology that can be added in our workplace to help employees. (i.e. ensure monthly newsletter is in accessible font, etc)
- Develop and promote, guidance and training documents for persons with disabilities (i.e. how to make items larger on a screen; activate reader on MS Word; activate closed captioning where available.
- Over the next two years, ensure that the tools and software used in the company have accessibility capabilities and are being utilized to develop and provide accessible communication pieces. i.e. By our Sales and Dispatch teams.

Communication Other Than ICT

Denny's understands that communication to and with the company can take many forms and requires a variety of options to be inclusive of all individuals. The following barriers were identified in relation to communication other than ICT at the company:

- The company does not have a consistent process to ensure alternative formats of communication

The company will take the following actions to address these identified barriers, to be achieved after this plan is published:

- Be prepared to offer standard communication pieced in alternative formats upon request.

Transportation

Denny's takes the safe transport of everyone seriously. The following 'potential' barriers were identified in relations to transportation:

- Motor coaches are not wheelchair accessible.
- Boarding and disembarking

The company will take the following actions to address these 'potential' barriers, to be achieved after this plan is published:



- Analyze the feasibility of subcontracting services and/or purchasing a wheelchair accessible motor coach based on client requests over a three year period. Note: Denny's currently has a wheelchair accessible school bus and an activity bus in fleet.
- All motor coaches have kneeling capabilities to assist with boarding and disembarking of passengers.

Consultation with people with disabilities

We gathered feedback and input from our team members in a number of ways:

- Employee Survey
- Held one on one discussions with Senior Leaders
- Reviewed online information on best practices

We will be expanding our consultations with persons with disabilities to consider all barriers to, in particular, the identified areas of employment, the built environment, communication and transportation.

We will continue to survey employees and engage any working groups that may have been developed as part of this Accessibility Plan.

We will initiate a survey for our clients (by mid 2026) regarding our services including accommodations.

Definitions

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

Barrier: Anything physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice that hinders the full and equal participation in society of a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

Date: May 21, 2024