

Accessibility Plan 2025 Annual Status Report

This Annual Status Report details the annual update for 2025 on the progress of measures taken to improve accessibility. The purpose of this report is to share Ontario Northland's progress on key accessibility initiatives.

To request an alternate format of this annual status report, please contact:

Email: accessibility@ontarionorthland.ca

Toll-Free Telephone Number: 1-800-363-7512 ext. 0

Statement of Commitment

Ontario Northland is committed to inclusion, equal opportunity and removing barriers to ensure all people have access to the resources they need to maintain their dignity and independence.

The agency remains focused on continuing to meet the needs of people with disabilities in a timely manner by adhering to the requirements set out in the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Introduction

This report is prepared annually to highlight the progress on the implementation of Ontario Northland's Accessibility Plan. This includes steps taken in compliance with the regulation (O. Reg. 191/11 Integrated Accessibility Standards Regulation in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11).

Ontario Northland's 2023-2027 Multi-Year Accessibility Plan focuses on the maintenance and improvement of compliance with the AODA and is comprised of the following categories:

- General
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces (Built Environment)
- Customer Service
- Emergency Planning and Procedures

Accomplishments in 2025

General

- Completed a review of the Integrated Accessibility Standards Regulation (IASR) to determine what Ontario Northland policies and procedures require updating in 2026.
- Updated the motor coach procurement requirements to better address passenger needs for mobility aids. This was supported by a site visit by a member of the Accessibility Advisory Committee.
- Recruited new members for the Accessibility Advisory Committee.
- Developed internal capacity to action on items in the Multi-Year Accessibility Plan.
- Virtually hosted the Public Annual Accessibility Meeting for 2025 in English and French.

Information and Communications

- Used the Site Improve tool to test the accessibility of Ontario Northland's public website.
- Completed a review of proposed website changes with Accessibility Advisory Committee Members and received recommendations and feedback to be considered and implemented in 2026.

Employment

- Provided a facility tour to Yes Employment and March of Dimes to assist in broadening recruitment efforts.
- Attended the DAWN Summit job fair hosted by YES Employment, which targeted jobseekers from equity seeking demographics, including jobseekers with disabilities.

Design of Public Spaces

- Began implementing suggested changes from barrier free audits at Ontario Northland facilities, as identified in the Multi-Year Accessibility Plan. Stations included are North Bay, Englehart, and Cochrane. Accessible features have also been integrated into construction plans for the new Timmins-Porcupine Station.
- Upgrades include platform improvements, universal washrooms, door clearances, accessible service counters, accessible seating and waiting areas, and service animal relief areas. Upgrades to continue into 2026.

Customer Service

- Initiated partnership with the Hidden Disabilities Sunflower Program.
- Completed a review of customer facing content for Ontario Northland's Accessibility page for improvements in 2026.

Planned for 2026

General

- Review and continue implementing the 2023-2027 Multi-Year Accessibility Plan.

- Update policies and procedures in line with the review of the Integrated Accessibility Standards Regulation (IASR)

Information and Communications

- Continue to assess web content for accessibility through feedback and tools such as Site Improve.
- Update of content on Ontario Northland's Accessibility page.
- Review Ontario Northland's customer feedback process and update based on feedback and Integrated Accessibility Standards Regulation (IASR) requirements.

Transportation

- Implement new Priority and Courtesy Seating stickers on Ontario Northland's motor coach fleet.

Design of Public Spaces

- Continue implementing changes identified in the barrier free audits at Ontario Northland stations.

Customer Service

- Finalize development of new Accessibility Training Program for Ontario Northland staff.
- Launch the Hidden Disabilities Sunflower Program.

Emergency Planning and Procedures

- Update and develop further emergency plans for passengers with disabilities.

For more information

For more information or to provide feedback on Ontario Northland's accessibility plan, please contact:

- Phone: 1-800-363-7512 ext. 0
- Email: accessibility@ontarionorthland.ca
- Visit our website: <https://ontarionorthland.ca>

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