

**Thur Transport**  
Accessible Canada Act  
Multi-Year Accessibility Plan  
2024 to 2027

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# THUR TRANSPORT ACCESSIBILITY PLAN

## Accessible Canada Act

### Background

In July 2016, the government of Canada began their consultations with more than 6,000 Canadians to determine what an accessible Canada means to them. As a result of these consultations, *Bill C-81: An Act to Ensure a Barrier-Free Canada*, was tabled in June 2018. The *Accessible Canada Act*, which aims to make Canada a barrier-free country by January 1, 2040, came into force in July 2019. To attain that goal, we must proactively identify, remove, and prevent barriers in the following seven (7) priority areas:

- employment;
- the built environment (buildings and public spaces);
- information and communication technologies;
- communication, other than information and communication technologies;
- the procurement of goods, services and facilities;
- the design and delivery of programs and services; and
- transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)

### Guiding principles

- "Nothing without us": persons with disabilities are involved in the design and implementation of the strategy
- Collaboration: departments and agencies work in collaboration with each other, with bargaining agents, and with other public, private, and not-for-profit organizations
- Sustainability: the strategy prioritizes actions that will have an enduring impact
- Transparency: the strategy is developed and implemented transparently, and departments and agencies will report openly and transparently on their efforts to remove barriers

### Goals

Five goals are key to realizing the vision:

1. Employment – Improve recruitment, retention, and promotion of persons with disabilities
2. Built environment – Enhance accessibility
3. Technology – Make information and communications technology usable by all
4. Services – Equip employees to design and deliver accessible programs and services
5. Culture – Build an accessibility-confident workforce

The Accessible Canada Act has the following planning and reporting requirements for federally regulated organizations:

- **prepare and publish accessibility plans:**
  - make accessibility plans to identify, remove, and prevent barriers in the priority areas in their:
    - policies
    - programs
    - practices
    - services
  - update their plans every 3 years or as specified in regulations, and
  - consult people with disabilities when creating and updating their plans
- **set up a feedback process:**
  - have a way to receive and deal with feedback about their accessibility
- **prepare and publish progress reports:**
  - make regular progress reports that describe the actions the organization has taken to implement their accessibility plans
  - include information in their reports on feedback received and how the organization took the feedback into consideration, and
  - consult people with disabilities when preparing their reports

## General

Thur Transport is located in Elmira, Ontario and services many areas across the country. We are a well-established trucking business and we pride ourselves on our dedication to our client satisfaction and our strong work ethic. Thur Transport is a federally regulated business and as such is subject to the Accessible Canada Act, which came into force in July 2019.

### Feedback Mechanism

The Accessible Canada Act requires organizations to establish a departmental process for receiving and dealing with feedback regarding the implementation of the accessibility plan. Thur Transport will be regularly monitoring and evaluating feedback and ensuring that it is incorporated into its future plans when possible. We will acknowledge that feedback was received in the same way that the feedback was sent to us.

If you have any questions, feedback or suggestions, you can communicate with us by mail at:

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**Alternate formats of this accessibility plan are available upon request.** Please contact the Thur Transport for information and support.

## Multi-Year Accessibility Plan

### A. Priority areas identified by the Act

#### 1. Employment

Thur Transport is committed to removing and preventing barriers to recruitment, retention, and the promotion of persons with disabilities.

##### Barriers

1. Information on accommodations for employees is not widely known or understood.
2. Lack of general awareness on different types of disabilities and how people can be supported with different needs.

##### Actions

1. Create an “accommodation policy” for employees with disabilities and ensure staff are aware of how to access resources.
2. Provide general training on accessibility awareness and sensitivity.

3. Provide additional accessibility training for specific employees on specific topics as identified by their role. i.e., provide resources on WCAG (Web Content Accessibility Guidelines) and creating accessible documents for employees responsible for websites/external communication; provide training on accessible recruitment for Human Resources employees.

#### 4. **Built Environment**

Thur Transport recognizes the importance of an accessible built environment. As such it will work with employees, and building owners to achieve the highest level of accessibility within the current office.

##### **Barriers**

1. The specific accessibility barriers within the workspace have not been evaluated or identified

##### **Actions**

1. Ensure alternative arrangements are made available to anyone needing accessibility accommodations prior to attending the office spaces
2. Consider accessibility improvements, such as accessible washrooms, as part of any future office renovations

## 2. **Information and Communication Technologies (ICT)**

Included in this section are the Thur website, intranet and web based communication.

##### **Barriers**

1. The accessibility of ICT at Thur trucking has not been evaluated and so barriers are unknown.

##### **Actions**

1. Evaluate current accessibility and compliance to WCAG Standard and implement improvements.
2. Provide training and resources on creating accessible WORD documents and accessible PDFs to employees responsible for creating website content.
3. Ensure all content posted to the website is reviewed for WCAG requirements.

## 3. **Communications other than ICT**

Thur Transport is dedicated to ensuring that all its communications, whether that be internal or external, are accessible. This includes ensuring that our communications are written in plain language.

### **Barriers**

1. There is no existing process to provide alternative formats and communication supports upon request by a user or employee.

### **Actions**

1. Incorporate accessible and plain language guidelines into communications procedure
2. Add section to external website where external users can request accessible documentation

## **4. The Procurement of Goods, Services, and Facilities**

Procurement is a key partner in achieving accessibility. As such Thur Transport will consider accessibility in its procurement practices.

### **Barriers**

1. There is not currently a written process that shows how accessibility will be considered in the procurement process

### **Actions**

1. Develop a process that specifically states that accessibility will be considered during the procurement process

## **5. The Design and Delivery of Programs and Services**

Thur Transport must consider accessibility in the delivery of our programs and services. A fundamental aspect in achieving this will be implementing meaningful accessibility improvements.

### **Barriers**

1. Accessibility is not thoroughly considered when new programs and services are put in place

### **Actions**

1. When creating new programs and services, consider accessibility as part of the planning process
2. When commencing a project with an external contractor, ask about accessibility feature options

## **6. Transportation**

This priority area under the Act is not applicable to Thur Transport.

## Thur Transport - Action Plan at a Glance

Action	Timeline	Roles and Responsibilities	Determining and tracking intended outcomes
Create an “accommodation policy” for employees with disabilities and ensure staff are aware of how to access resources.	2024/2025		
Provide training on accessibility awareness and sensitivity	2025		
Provide additional accessibility training for specific employees on specific topics as identified by their role. i.e., training on WCAG and training on creating accessible documents for communications employees; and training on accessible recruitment for Human Resources employees	2025/2026		
Ensure alternative arrangements are made available to anyone needing accessibility accommodations prior to attending the office spaces	2024		
Consider accessibility improvements, such as accessible washrooms, as part of any future office renovations	2024-2027		
Evaluate current accessibility and compliance to WCAG Standard and implement improvements.	2025		
Provide training and support on creating accessible WORD documents and accessible PDFs to be added to the webpage	2025		
Ensure all content posted to the webpage is reviewed for WCAG compliance	2026		
Incorporate accessible and plain language guidelines into communications procedure	2025		
Add section to external website where external users can request accessible documentation	2025		
Develop a policy that specifically states that accessibility will be considered when possible, during the procurement process	2025		



Action	Timeline	Roles and Responsibilities	Determining and tracking intended outcomes
When creating new programs and services, consider accessibility as part of the planning process	2024-2027		
When commencing a project with an external contractor, ask about accessibility feature options	2024-2027		

**B. Consultations**

One of the guiding principles of this strategy is the statement "*Nothing without us*" which affirms that persons with disabilities must be involved in the design and implementation of this plan at every stage. Persons with disabilities offer a unique and valuable perspective and our goal is to ensure that we do not have any barriers that prevent their full participation in the workplace and the community we serve.

**Methodology**

This plan was prepared by first completing an environmental scan to ensure understanding of accessibility initiatives and to review existing related policies and procedures. The exercise helped identify existing practices and initiatives that could be adopted as a best practice across the organization. Thur Transport consulted with persons with disabilities to hear from them on the current state of accessibility at the Thur Transport and with employees who provide services.

The Accessibility Plan was also reviewed by Excellence Canada’s standing Accessible Canada Act Review Committee. Consultation Group members are individuals with a variety of lived experience with disabilities, and knowledge of a range of accessibility issues. Consultation was conducted July 5 to 10, 2024. The five-member committee consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss.

Committee members were provided an overview of the functions at Thur Transport and an advance copy of the draft Thur Transport Accessibility Plan. Members provided comments on the plan format and readability, accessibility actions as outlined in the plan, suggested timelines for actions, and specific barriers that could be encountered. Committee feedback has been incorporated into this plan.

**C. Implementation, Monitoring and Reporting**

To ensure that accessibility remains a constant priority within the government, the *Accessible Canada Act* dictates that regulated entities prepare and publish annual progress reports on the implementation of their accessibility plans. Similar to our accessibility plan, progress reports must be prepared in consultation with persons with disabilities. The progress reports must also present the feedback that we received (if any) and how that feedback was taken into consideration. Thur Transport’s first progress report will be published in June 2025. This

progress report will include updates on the actions Thur Transport has taken. As specified in the regulations, organizations must publish a revised plan every three (3) years. As such, the Thur Transport’s first revised accessibility plan will be published in December 2027.

## **D. Glossary**

### **Barrier**

“means anything—including 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 persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

### **Disability**

“means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

### **ICT (Information and Communication Technology)**

“ an extensional term for information technology (IT) that stresses the role of unified communications and the integration of telecommunications (telephone lines and wireless signals) and computers, as well as necessary enterprise software, middleware, storage and audiovisual, that enable users to access, store, transmit, understand and manipulate information.”

### **Web Content Accessibility Guideline (WCAG)**

“The WCAG documents explain how to make web content more accessible to people with disabilities. Web “content” generally refers to the information in a web page or web application, including:

- natural information such as text, images, and sounds
- code or markup that defines structure, presentation, etc.”