

North Bay Transit Emergency Preparedness and Response Policy

Issued by: North Bay Transit

Revised: May 7, 2025

1. Purpose

This policy outlines the commitment and procedures of North Bay Transit to provide accessible emergency preparedness and response information for people with disabilities in accordance with Section 37 (1) and (2) of the Integrated Accessibility Standards Regulation (O. Reg. 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005.

2. Scope

This policy applies to all employees, contractors, and third-party service providers of North Bay Transit involved in the delivery of conventional or specialized transit services.

3. Legislative Authority

Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11

Section 37: Emergency Preparedness and Response Policies

- **(1)** Every conventional and specialized transportation service provider shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.
- **(2)** These policies must address the requirements of persons with disabilities in emergencies and be made available to the public.

4. Policy Statement

North Bay Transit is committed to ensuring the safety of all passengers, including individuals with disabilities, during emergencies. We will provide emergency preparedness and response policies that incorporate accessibility and are responsive to the needs of passengers with various disabilities.

5. Policy Guidelines

5.1 Accessible Emergency Information

- Emergency procedures, evacuation plans, and communication protocols will be made available in accessible formats upon request.
- Signage, alarms, and public announcements on vehicles and at stations will be designed or modified to accommodate a range of disabilities (e.g., visual, hearing, mobility).

5.2 Staff Training

- All transit staff will be trained in:

- Emergency procedures for assisting passengers with disabilities.
- The use of accessibility equipment and communication supports during emergencies.
- Sensitivity and awareness when assisting persons with disabilities.

5.3 Communication in Emergencies

- Information during emergencies will be communicated in ways that accommodate different disabilities, if required.
- Staff will be prepared to communicate with passengers who may use assistive devices or require alternative communication methods.

5.4 Equipment and Infrastructure

- Emergency equipment on transit vehicles and at facilities will be maintained and accessible to persons with disabilities as per legislated standards.
- Wheelchair tie-downs, ramps, lifts, and securement systems will be regularly inspected by transit operators and regularly reviewed and maintained by fleet staff.
- Accessibility equipment requiring repairs or maintenance will receive priority by fleet staff.
- Vehicles with non-functioning accessibility equipment will be placed out of service until appropriate repairs are made.

6. Public Availability

This policy, including related procedures, will be:

- Posted publicly on North Bay Transit's website in an accessible format.
- Available in alternate formats upon request.
- Reviewed and updated as required, especially following major incidents or changes in legislation.

7. Review and Monitoring

The policy will be reviewed annually, or more frequently if needed, to ensure continued compliance with AODA regulations and relevance to current emergency practices

8. Contact Information

For questions or requests for accessible formats of this policy, please contact:

North Bay Transit

Phone: 705-474-0419

Email: transit@northbay.ca

Website: <https://northbay.ca/services-payments/north-bay-transit>