



# Accessibility Plan

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Ken Johnson Trucking Ltd.

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## Executive Summary

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Ken Johnson Trucking Ltd. is dedicated to creating an inclusive and accessible workplace environment for all. Not only is this part of our company culture but opening access to all is imperative to our continued growth and competitiveness as an employer in the trucking sector. We will contribute to a barrier-free Canada for everyone by constructing an accessibility framework that will support all employees and the public we provide services to, so they receive the finest experiences possible with our services, products, and facilities.

We know that building a barrier-free environment takes time and we are devoted to the ongoing identification, elimination, and prevention of barriers. Ken Johnson Trucking Ltd. will build on our current efforts through the advancement of our first Accessibility Plan as mandated under the *Accessible Canada Act*. This Accessibility Plan will shape our organization in meeting our accessibility and inclusion responsibilities, and in creating an accessible-assured environment.

To address the gaps in these areas, it is important to recognize and understand the needs of those with disabilities. This plan was constructed in consultation with employees who identified as having a disability or have come across barriers in the workplace and was developed via employee surveys and the consultation of external organizations that serve people with disabilities.

**A summary of the initial opportunities include:**

- Improving the attraction of persons with disabilities to jobs in our company and the trucking sector.
- Broadening the range and options for accommodation.
- Better equipped to provide information in accessible formats when requested.
- Improve current and future IT equipment, programs, and systems.
- Using “through an accessibility lens” mannered approach when procuring goods and services, on company programs, and new actions to create a sense of inclusivity in the workplace.

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## Your Input and Feedback

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Ken Johnson Trucking Ltd. welcomes feedback on our accessibility plan from the public, employees and our stakeholders. This feedback is crucial to us as it helps break down accessibility barriers and builds on our commitment to accessibility and inclusion.

If you have feedback or inquiries, please use one of the following methods below. All feedback or inquiries will remain confidential and we will respond to all feedback or inquiries in a timely manner. If you require support while providing feedback or inquiries, let us know and we will do our best to accommodate you.

CONTACT: HR Confidential

MAILING ADDRESS: 9807 196A St, Langley BC, V1M 2X5

EMAIL: [KJHRC@kjtrucking.com](mailto:KJHRC@kjtrucking.com)

PHONE: (604)-882-3574

WEBSITE: [Ken Johnson Trucking – Ltd. \(kjtrucking.com\)](http://KenJohnsonTrucking-Ltd.(kjtrucking.com))

If employees would like, they have the right to provide their feedback anonymously in whatever format best suits their needs. The responses remain confidential unless the person consents otherwise.

All feedback will be acknowledged and published in compliance with applicable legislation. Any changes to the accessibility plan or feedback process will be published as soon as possible, and changes will be reported to the accessibility commissioner.

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## Statement of Commitment

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At Ken Johnson Trucking Ltd. we are committed to making our organization and the services we provide to the public accessible to all, including individuals with disabilities. All people and those who work at Ken Johnson Trucking Ltd. have the right to perform their job barrier free and have equal benefit from the services we provide.

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## Reporting Our Plan

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As required by the *Accessible Canada Act*, we will publish a status report every year that measures our growth against our responsibilities to the act. We will review and revise our Accessibility Plan every three years. Progress reports and updates to our Accessibility Plan will be shaped with discussion from persons with disabilities.

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# Job Design and Accommodation

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## Job Design

Ken Johnson Trucking Ltd. proactively conducts thorough job analyses to ensure new and existing job requirements are bona fide occupational requirements: that is, reasonable and made in good faith. To determine whether a requirement is bona fide, the company ensures the following:

- The requirement achieves a goal that is rationally connected to performing the job.
- The requirement is adopted in good faith and fulfils a legitimate work-related purpose; and
- The requirement is reasonably necessary to accomplish a work-related process or task.

Where a requirement is not bona fide, the company evaluates and determines whether reasonable accommodations can be provided to individuals to achieve equal opportunity in the workplace. The company always works to ensure job design is non-discriminatory, including assessing jobs and working requirements for potential constructive discrimination.

## Inability to accommodate

Ken Johnson Trucking Ltd. provides workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of reasonable accommodation exist, or where the creation of accommodation would create a health and safety hazard or cause unreasonable costs to the organization.

Where a necessary accommodation is found to cause undue hardship on the organization, the company will work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

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# Employment

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The “employment” area ensures that candidates and employees with disabilities and those who face barriers are supported throughout the entire employment lifecycle.

**Barrier #1:** Our company continues to face competition for employees but is not attracting enough applicants from under-represented populations such as persons with disabilities or accessibility barriers.

**Actions:**

- Improving workplace accessibility and providing an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace environment.
- Provide training to hiring managers on accessibility to ensure a barrier-free hiring process and selection of future employees.

**Barrier #2:** There is a need to develop our understanding of persons with disabilities in the recruitment process to include the wide range of people interested in working in the transportation sector as professional drivers, administration, the trades, and other areas.

**Actions:**

- Develop a framework that helps managers understand their responsibilities in the accommodation process and guides them in supporting their employees and implementing suitable workplace adjustments.
- Provide accommodation for the interview process for those in need. Include a statement on job postings that shows the company’s willingness to accommodate.

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# Built Environment

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The “built environment” area ensures that workspaces and the work environment are accessible for all.

**Barrier #3:** Safety signage and safety plans do not take into consideration persons with disabilities or accessibility barriers.

**Actions:**

- Review and research for improvements to illumination of current signage in yard and shop areas.
- Ensure safety signs are in clear view to all, to create a safe and accessible evacuation process if necessary.
- Review evacuation and emergency plans ensuring they include all staff, including persons with varying disabilities and accessibility barriers.
- Review health and safety plans to ensure they are considered through an “accessibility lens” that is inclusive to all ranges of disabilities.

**Barrier #4:** Areas within the office, shop and yard may restrict the mobility of employees and visitors with disabilities or accessibility barriers.

**Actions:**

- Research and review for automated door openers for highly active areas.
- Consider desk configurations. Include work from home options for those with limited mobility.
- Create advisory committee to review current design build to provide feedback on improving accessibility. Committee to review and research any requested build design proposals from input and feedback suggestions.

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# Information and Communication Technologies (ICT)

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“Information and communication technologies” are various technological tools used to send, store, create, share, or exchange information.

**Barrier #5:** Current technology, tools and software used in the company may not have accessibility capabilities that support the needs of all employees.

**Actions:**

- Incorporate accessibility considerations into our technology to assure an inclusive digital environment and a greater accessible work environment.
- Review technology and ask employees for feedback if technology has improved or needs more improvement.
- Make sure software and technology that is purchased is reviewed to determine its usability and accessibility.

**Barrier #6:** Many of the tools and software used in the company have accessibility features that are not being used in an accessible way.

**Actions:**

- Take an inventory of IT systems used by the company to measure accessibility options.
- When internal application accessibility features are made available and are more well known by all individuals, they will be better able to utilize the resources.
- Include an “inclusion lens framework” when creating training platforms so training is accessible for all employees. (e.g., Words and items on screen larger, activated reader, closed captioning.)



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## Communication Other Than ICT

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The “communication other than ICT” section requires that organizations provide barrier free access for the public, clients, and employees to all the communications that the company produces for this audience.

**Barrier #7:** Ken Johnson Trucking Ltd. currently does not have a consistent process to ensure alternative formats of communication that it issues to employees and other stakeholders are available.

**Actions:**

- Ensure that alternative formats for documents and communications are accessible for employees, if required, and within timeframes listed in the Accessible Canada Regulations.
  - Print
  - Large print
  - Braille
  - Audio format
  - Electronic formats or devices that are compatible with adaptive technology that are meant to help people with disabilities.
- To prioritize accessibility, we will ensure key documents such as invoices, forms and receipts are available in alternate formats upon request.

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# Procurement of Goods, Services, and Facilities

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The “procuring (buying) goods, services and facilities” area ensures that accessibility is considered at the beginning of the buying process.

**Barrier #8:** Ken Johnson Trucking Ltd. currently does not have procurement procedures that take accessibility requirements into consideration.

**Actions:**

- Establish an accessibility checklist and consolidate procurement procedures for the purchasing of goods and services throughout the company.
- Review suppliers’ accessibility capabilities to ensure they can deliver goods and services consistent with our current accessibility needs.
- Ask employees for feedback and inquiries about goods and services bought by Ken Johnson Trucking Ltd. and try to accommodate employees if they feel the goods and services do not meet their needs.

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## Design and Delivery of programs and services.

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When designing and delivering the Company's internal and external programs and services, accessibility considerations must be part of the process right from the very start.

**Barrier #9:** There is currently no standard approach for ensuring all programs and services take accessibility into account.

**Actions:**

- Implement an accessibility checklist to ensure accessibility considerations are integrated into all new programs and services.
- Leverage the mandatory requirement to consult with persons with disabilities by creating a forum consisting of employees from various departments to review and advise feedback on all programs, policies and services. This forum will review current programs and services and then will provide input prior to the development of future programs and services.
- Provide training on the Accessible Canada Act and Accessible Canada Regulations for those whose role is to develop programs, processes and procedures.

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# Transportation

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This area of focus in the Accessible Canada Act covers the transport of people and goods. Vehicles that are utilized by organizations and regulated by the federal government must take into consideration barriers to operation and provide accommodation to the employee operating the vehicles as needed.

**Barrier #10:** Ken Johnson Trucking Ltd. employees may experience challenges during transportation with driving during dawn, dusk, or nighttime.

**Actions:**

- Collaborate with customers and employees to identify and consider implementing “winter schedules” and “summer schedules” that will shift driving hours to align with the varying times of dusk and dawn hours.

**Barrier #11:** Entering a transport truck often affects drivers over time due to frequent steep incline of steps. For individuals with motor-related disabilities this can pose a barrier to them doing their job.

**Actions:**

- If necessary, investigate and inquire about extending tractor steps and folding steps which will reduce the drastic and steep incline to get into the truck cab.
- If relevant, investigate and inquire about swiveling truck cab seats. This will improve accessibility for individuals with motor-related disabilities getting in and out of their truck cabs.

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# Consultations

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To agree with Ken Johnson Trucking Ltd.'s promise to create our workplace environment inclusive and accessible to all, we have developed our Accessibility Plan in consultation with our employees, including those with disabilities.

We gathered inquiries and feedback from our team members and external organizations in numerous ways:

- Company-wide survey
- Engaged with external organizations who support individuals with disabilities to understand and gain more knowledge on barriers in the workplace. We consulted with external sources for feedback and guidance on areas to improve accessibility and inclusion to the Company's building spaces, yards, and our programs and services. Organizations we engaged with:
  - Canadian Mental Health Association (CMHA) | [cmha.ca](http://cmha.ca)
  - Canadian Association of the Deaf (CAD) | [cad-asc.ca](http://cad-asc.ca)
  - Alliance for Equality of Blind Canadians (AEBC) | [Alliance for Equality of Blind Canadians | National Home](http://AllianceforEqualityofBlindCanadians.com)
  - Rick Hansen Foundation | [Accessibility Matters](http://AccessibilityMatters.com) | [Rick Hansen Foundation](http://RickHansenFoundation.com)
- We will encourage 1-1 interviews with employees with disabilities so they can elaborate on their ideas and feedback in greater depth.

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## Definitions

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**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 all.

**Barrier:** The *Accessible Canada Act* defines a barrier as “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 a persons with an impairment, including a physical, mental, cognitive, learning, communication or sensory impairment or a functional limitation.”

**Disability:** The *Accessible Canada Act* defines a disability as “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, interaction with a barrier, hinders a person’s full and equal participation to society.”

**Accessible:** a place that is easily reached, an environment that is easily navigated, a program or service that can be easily used or obtained, script that is easily understood, technology that is usable for all. This includes areas or aspects of the environment that have been adapted for use by people with disabilities.

**Accommodation:** the modification of a work environment for an employee who is ill, injured, or has a disability so they can perform job functions safely and efficiently.

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## Resources

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For more information and guidance on the Accessible Canada Act and creating an Accessibility plan:

[Layout 1 \(truckinghr.com\)](http://truckinghr.com)

[Guidance on accessibility plans - Canada.ca](http://Canada.ca)

[Summary of the Accessible Canada Regulations - Canada.ca](http://Canada.ca)

[Summary of Guidance on the Accessible Canada Regulations: Consulting persons with disabilities](#)