

Stratford Transit – Emergency Preparedness and Response Procedure

Purpose

This procedure outlines Stratford Transit's commitment to accessible emergency preparedness and response for individuals with disabilities, as required under Section 37(1) and (2) of the Integrated Accessibility Standards Regulation (O. Reg. 191/11) of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Scope

Applies to all Stratford Transit employees, contractors, and third-party service providers involved in delivering conventional or specialized transit services.

Applicable Legislation

Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11 – Section 37 (1):

- a. shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and
- b. shall make those policies available to the public. O. Reg. 191/11, s. 37 (1).

Policy Statement

Stratford Transit is committed to ensuring the safety and inclusion of all passengers during emergencies. Our procedures incorporate accessibility principles and respond to the diverse needs of passengers with disabilities.

Guidelines for Accessibility in Emergencies

Accessible Information

- Emergency procedures, evacuation plans, and communication protocols are available in accessible formats upon request.
- Visual, auditory, and mobility-related accommodations (e.g., signage, alarms, announcements) are integrated on vehicles and at facilities.

Staff Training

- Assisting passengers with disabilities during emergencies
- Using accessibility equipment and communication supports
- Sensitivity and awareness training to support individuals with disabilities

Communication During Emergencies

- Emergency information will be communicated in accessible ways, including alternative formats and communication methods as required.
- Staff will support passengers using assistive devices or non-verbal communication tools.

Equipment and Infrastructure

- All emergency and accessibility equipment are maintained in compliance with legislative standards.
- Daily inspections by bus operators confirm the functionality of key equipment such as ramps, lifts, tie-downs, and securement systems.
- Fleet staff prioritize repairs to accessibility equipment.
- Vehicles with inoperative accessibility features will be removed from service until fixed.

Emergency Procedures - Vehicle Maintenance and Emergency Equipment

All Stratford Transit buses are equipped with:

- 911 emergency button
- Two-way radio communication with a supervisor
- Fire extinguisher
- First aid kit
- Emergency reflectors

Daily pre-trip inspections ensure all equipment is operational, including accessibility features.

Emergency Procedures - Scenarios

Vehicle Breakdowns or Stops

- The bus operator safely pulls over and notifies the supervisor/technician.
- If unable to continue, a replacement vehicle is dispatched.
- Passengers are advised to remain onboard unless it is unsafe to do so.

Accidents and Injuries

Operators will:

- Call 911 if there are injuries or evacuation needs
- Notify dispatch and inform emergency services if assistance is needed for passengers with disabilities
- Provide access to the first aid kit

- Stay at the scene until emergency responders arrive

Vehicle Fire

Operators will:

- Pull over, shut off the engine, open doors, and call dispatch for emergency services
- Advise passengers and assist with deboarding, prioritizing those with disabilities
- Use the fire extinguisher if safe to do so
- Prevent re-entry and await emergency responders

Medical Emergencies

Operators will:

- Assess the situation and call 911 if required
- Notify dispatch and provide access to first aid supplies
- Clearly communicate the location to passengers needing to deboard
- Request supervisor support if additional assistance is needed

Natural Disasters

- Management monitors weather alerts and may suspend service in severe conditions to ensure safety.

Public Availability

Emergency procedures will be:

- Posted on the Stratford Transit website in accessible format
- Provided in alternate formats upon request
- Reviewed and updated as needed, especially after major incidents or legislative changes

Review and Monitoring

This procedure is reviewed annually to maintain compliance with AODA requirements and reflect current emergency practices.

Contact Information

For questions or accessible versions of this policy, contact:

Clerk's Office

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Website: www.stratford.ca

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