



2023 Accessibility Progress Report

1. General

1.1 Summary

The actions identified in AMJ's [Accessibility Plan](#) demonstrate its commitment to a vibrant, sustainable, diverse and accessible transportation sector. This report highlights the progress made against the actions identified in the plan.

1.2 Contact information

While accessibility is a shared responsibility at the organizational level as a whole, the following play a more active or leadership role:

- [Human Resources Manager](#)

The Human Resources Manager provides strategic oversight and direction in the development and implementation of the AMJ's accessibility plan with support from senior management and key advisors.

1.3 Contact information and feedback process

Feedback about accessibility and about this report is welcomed from all employees and members of the public. Feedback can be sent anonymously. AMJ is committed to reviewing and addressing all barriers identified. The feedback received is collected and kept by:

Human Resources Manager

Feedback can be provided to this office in the following ways:

By email: ayeboah@amjcampbell.com

By phone: 647-313-3266

By mail:

Public Feedback

AMJ Campbell

6140 Vipond Drive

Mississauga, ON L5T 2B2

Information on [how to submit feedback](#) is also available on the AMJ's public website as well as on the AMJ's intranet site for employees.

1.4 Alternative formats



Alternative formats of this report and a description of the feedback process can be requested by contacting:

Human Resources Manager
Email: ayeboah@amjcampbell.com
Phone: 647-313-3266
Mail: 6410 Vipond Drive, Mississauga, ON L5T 5V8

AMJ commits to providing the following alternative formats within 15 business days of receiving a request:

- Print
- Large print (increased font size)

1.5 Definitions

The following definitions apply throughout this report:

Disability communities: Refers to people living with physical or intellectual disabilities, mental or chronic illness, or neurodivergence who experience discrimination and disadvantage. Disabilities can be long-term, temporary or fluctuating.

Barrier: Refers to anything that might hinder full and equal participation by people living with disabilities. Barriers can be architectural, technological, attitudinal, based on information or communications, or the result of a policy or procedure.

Accessibility: Refers to the design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people living with a variety of disabilities, to access them.

2. Areas described in Section 5 of the Accessible Canada Act (ACA)

2.1 Built environment

Where we are and what we have done

Objective	Status
<ul style="list-style-type: none"> • Update parking policies. 	In Progress
<ul style="list-style-type: none"> • Explore the possibility of wider doors for mobility devices. 	In Progress
<ul style="list-style-type: none"> • Update the exterior of the office building to meet accessibility standards 	Completed



<ul style="list-style-type: none"> Furniture and Layout 	Completed
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2.2 Employment

Where we are and what we have done

Objective	Status
<ul style="list-style-type: none"> Analyze and benchmark hiring, promotion, and retention rates for employees with disabilities. 	Completed
<ul style="list-style-type: none"> Improve opportunities for employees and potential employees with disabilities. 	Ongoing
<ul style="list-style-type: none"> Also, as part of the roll-out, we will conduct a review of the user experience of applying for a job at the Council and make improvements to that experience based on the results of the review. 	Not yet started
<ul style="list-style-type: none"> Make accessibility considerations part of the onboarding process. 	Completed

2.3 Information and communication technologies (ICT)

Where we are and what we have done

Objective	Status
<ul style="list-style-type: none"> Ensure new systems meet accessibility and security standards. Integrate accessibility into the review process. 	In progress
<ul style="list-style-type: none"> Make software accessible 	Ongoing
<ul style="list-style-type: none"> Update existing software for accessibility. 	Ongoing
<ul style="list-style-type: none"> Create enterprise-wide design standards that prioritize accessibility and incorporate it into UI/UX design systems. 	Not yet started

While AMJ's public website and IT systems has not yet begun, accessibility has been identified as a key requirement for all new solutions being implemented across the Council.

2.4 Communications

Objective	Status
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<ul style="list-style-type: none"> Use plain language in communications. 	Completed
<ul style="list-style-type: none"> Make all communication accessible by default, both internal and external. 	In progress
<ul style="list-style-type: none"> Accessible intranet and internet sites. 	Not yet started

The AMJ has developed an organization-wide style guide. The guide is intended to serve as a reference on language and writing style, with an emphasis on best practices for accessible, inclusive and equitable language. The guide, which is a living document and continuously evolving to reflect best practices, is available to all Council employees and supplemented with orientation sessions to encourage its adoption.

2.5 The procurement of, services and facilities

Where we are and what we have done

Objective	Status
<ul style="list-style-type: none"> Consider accessibility needs at the start of procurement processes. 	Completed
<ul style="list-style-type: none"> Ensure accessibility of the selection and purchase of goods and services 	Completed

2.6 Culture, Education and Awareness

Where we are and what we have done

Objective	Status
<ul style="list-style-type: none"> Ensure all employees have accessibility knowledge and tools 	In progress
<ul style="list-style-type: none"> Strengthen understanding of accessibility, empathy and respect for employees with disabilities 	Ongoing
<ul style="list-style-type: none"> Ensure events and meetings are accessible 	Completed
<ul style="list-style-type: none"> Pilot "accessibility ambassadors" 	In progress



3. Consultations

The AMJ continues to consult people are living with disabilities in all aspects of the implementation of its accessibility plan and other major projects. This includes:

3.1 Consultations with employees who have disabilities

The AMJ created an Accessibility Advisory Group to provide a forum for employees to foster dialogue, share information and ideas, and propose solutions to help identify, address and prevent barriers in AMJ's programs, services, systems and operations. Group members have self-identified as living with a disability, have had experience with a person living with a disability, or work with organizations from the disability community.

The group's objective is to help the AMJ become more open and equitable through an informed dialogue on accessibility. The group reports to and works in collaboration with the Human Resources Manager. The intent is to obtain input from employees who have identified as living with a disability or who have first-hand experience in dealing with a disability.

The Accessibility Advisory Group:

- Provides feedback to the Accessibility Governance Committee on the progress against the Council's Accessibility Plan.
- Contributes to staff engagement activities on topics related to accessibility.

The advice and comments provided by the Accessibility Advisory Group have been integrated in this progress report.

4. Feedback

Comments, questions and complaints received between January and December 2023 related to:

- Accessibility related content and its positioning on the Council's website.
- The addition of contact information for Access Support on the website.
- Accessibility barriers and ease of use of the new career portal.



5. What the AMJ has learned

Through analysis of its workforce data and feedback received, AMJ has identified the following areas where barriers remain and must be addressed, removed or considered as part of the next Accessibility Plan:

- Exploring user testing with peer assessors as users of AMJ's systems to identify any accessibility needs that may come up for that group in the peer assessment process. This could include:
 - The Online Assessment Site
 - Scoresheet tools
 - Virtual meeting tools
- Developing accessibility guidelines for outreach activities.
- Continuing to ensure the job application process and related tools and technology are barrier-free.

6. Engagement, Awareness and Training

Sensitivity training was provided to AMJ employees and managers in the past year, including *Disability Inclusion & Barriers to Accessibility*, *Inclusive Hiring Practices*, *Overcoming Unconscious Bias in the Workplace*, and *Positive Space*, an information session on creating a safe and inclusive workplace for all, regardless of sexual orientation, gender identity or gender expression.

7. Conclusion

The *Accessible Canada Act* provides an excellent opportunity for the AMJ to deliver on its commitment to provide programs, services and a work environment that is accessible to all people in Canada.

The AMJ will continue to listen and learn from those who have extensive experience working with the disability transportation community and welcome requests, recommendations and contributions from employees, and organizations that are at the heart of disability practices in Canada.

AMJ Operating Companies

9051350 Ontario Inc - AMJ Toronto West
1998234 Alberta Ltd - AMJ Calgary
2064284 Ontario Ltd - AMJ London
2489691 Ontario Inc - AMJ Toronto East
2821743 Ontario Inc - AMJ Kitchener
1996250 Ontario Inc - AMJ Oakville
14899105 Canada Inc - CPM
2573618 Ontario Inc- AMJ Pembroke
2354983 Ontario Inc- AMJ Ottawa
9205-6126 Quebec Inc- AMJ Montreal
9350-2524 Quebec Inc- AMJ Quebec
11581309 Canada Inc- AMJ PEI
MT Moving Systems Incorporated- AMJ Halifax



1238083 Ontario Inc- AMJ Kingston
10547913 Canada Inc- AMJINT Toronto