



General

DCT Chambers Trucking Ltd. and Langley Freight Lines (90) Ltd. have prepared our progress report to meet our organization's obligations under the [Accessible Canada Act](#) (ACA) and the [Accessible Canada Regulations](#) (ACR)

The progress report of DCT Chambers Trucking Ltd. and Langley Freight Lines (90) Ltd. provides updates on the progress our organization has made in implementing its accessibility plan.

How to provide feedback

Please send your feedback to our IT Department. You can send your feedback by email, phone or mail using the contact information listed below.

- Email: accessibility@chambersgroup.co
- Phone: 250-549-2157 or 1-800-575-2355
- Mail: 600 Waddington Drive, Vernon, BC V1T 8T6

For more information on how you can send your feedback, see our feedback process description. This information can be found at the link provided below.

Chambers Group homepage link:

<https://www.chambersgroup.co/accessibility-guide/>

How to request alternate formats

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Braille and audio formats may take up to 45 days. *Print, large print and electronic formats may take up to 20 days.*

Contact us:

- Email: accessibility@chambersgroup.co
- Phone: 250-549-2157 or 1-800-575-2355
- Mail: 600 Waddington Drive, Vernon, BC V1T 8T6
- Facebook Page: Chambers Group
- Instagram Page: chamberstransportationgroup
- Website: <http://www.chambersgroup.co/>

Feedback

Number of Feedback submissions received: None to date

Our organization has not received any feedback as of yet. However, when feedback is received by means of our Feedback Process, we will be following up with every feedback submission according to each area in section 5 of the ACA. We will also note the actions taken, the lessons learned, and what we will do moving forward such as employee training.

Consultations

Our organization continues to consult with persons with disabilities by means of our Accessibility Committee. We continue to consult through:

- Discussion groups with the Accessibility Committee are attempted every 3 months in-person or via phone if not all members are able to attend the Vernon head office. We have 2 members on our Accessibility Committee with one member being a person with disability.
- We focus on each of the barriers identified in respect of each of the areas in section 5 of the Accessible Canada Act
- We record the Discussion Group with meeting minutes. We discussed the options of making our Vernon building accessible and had several contractors visit the site to provide quotes that were given to the General Manager for review.
- Accessibility Members were encouraged to familiarize themselves with the Accessible Canada Act responsibilities, barriers and disabilities, our deadlines under the act and the templates provided by the Canadian Human Rights Commission.

Accessibility: Our consultations continue to be made accessible by phone call and email if in person consultations were not an option.

We made our consultations accessible by: Our consultations are made accessible by phone call and email or zoom meetings.

Areas in [section 5 of the Accessible Canada Act \(ACA\)](#)

Employment

The Organization continues to be committed to building a diverse and inclusive workplace because we know our employees are key to the work that we do.

Barrier 1: Hiring

Progress Update: The Organization is continually committed to recruiting and developing employees with disabilities where possible. We continue to promote our accessibility plan amongst hiring managers and evaluate current hiring practices and make changes to reduce barriers that impact people with disabilities. We are also continuing to evaluate and improve our employee onboarding process to ensure all new employees know about the tools and resources available to them.

We now have a Staff Orientation Checklist for new and existing employees to help with this process.

Barrier 2: Accommodations

Progress Update: We know that to meet our goals, our employees need access to the right tools and resources. We continue to be committed to reviewing and improving how we deliver these services, including making the process faster. We will reach this goal by reviewing our current approach on duty to accommodate, and teach employees about this duty. We will also switch to an employee-centric and case management approach.

To do so, we will continue to consider:

- Creating a centralized fund for accommodation that need alternate equipment (like furniture, software, hardware and other specialized equipment)
- Creating clear guidelines and resources for managers that explain their roles and responsibilities and where they can get expert advice on support employees and clients with disabilities
- Updating our internal web content to include information on accessibility and support for people with disabilities

The Built Environment

The Organization has offices in multiple locations across British Columbia and Alberta. We will endeavor to create a welcoming, accessible, and inclusive work environment to ensure we comply with best practices.

We will use a phased approach to do an environmental scan and work on assessing some facilities to improve accessibility. We will make efforts to ensure our offices are more accessible.

We expect to first focus on high impact renovations that have low costs, and complete larger-scale upgrades over the long term. When designing and modernizing office spaces, we will consult people with disabilities to ensure coverage, functionality, and usability of accessibility elements.

We will promote these accessible office spaces, as well as the teams that can help employees with their accessibility needs.

End goal

The properties, facilities, and worksites that we lease or own are inclusive and accessible.

Barrier 1: Currently, our main office is not accessible.

Progress Update: Our Vernon office underwent renovations in 2025 to open up the floor plan allowing for accessibility. The entrance and exits and washrooms continue to be a priority and are in progress. Employees have the option of working from home if they are not able to access the building.

Information and communication technologies

As society relies more and more on sharing and communicating information digitally, we'll continue to ensure accessibility is considered from the start of every project.

We understand the importance of everyone, including people with disabilities, being able to access what they need through our website and communications.

To ensure barrier-free access to our information and communication technology, we are continually committed to:

- assessing existing software, hardware, and other tools to confirm they're accessible and work well with adaptive technologies
- consulting people with disabilities to learn about the barriers they face that impact their ability to access information and communication technologies
- consulting people with disabilities when we procure or build new information technology solutions to make sure that accessibility considerations are included in the business requirements

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Existing software, hardware, and other tools

Progress Update: We have accessed our existing software, hardware, and other tools and have created the Device Based Accessibility Solutions which has accessibility options for the hearing impaired, vision impaired, neurodiversity, learning based, mobility based, and mental health based, which anyone in our Organization can access.

To ensure barrier-free access to our information and communication technology, we are continually committed to:

- assessing existing software, hardware, and other tools to confirm they're accessible and work well with adaptive technologies
- consulting people with disabilities to learn about the barriers they face that impact their ability to access information and communication technologies
- consulting people with disabilities when we procure or build new information technology solutions to make sure that accessibility considerations are included in the business requirements

Communication, other than information and communication technologies

When asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the *Accessible Canada Regulations*:

- print
- large print
- audio format
- an electronic format that's compatible with adaptive technology meant to help people with disabilities

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Communication with the client isn't always accessible.

Progress Update: Our organization will continue to make sure communication includes alternate formats and when asked, we commit to providing these alternate formats as soon as possible and within time frames listed in the *Accessible Canada Regulations*.

The procurement of goods, services and facilities

Procurement is a part of meeting our accessibility goals. We will continue to ensure accessibility considerations are built into the request process. We will try to make sure our partners and clients consider accessibility requirements at the start of a procurement process. This will help to ensure our goods and services will be accessible, and help the procurement process go quickly.

To ensure we practice accessible procurement, we will:

- train everyone involved in the procurement process to ensure accessibility considerations and teach others about accessibility standards

End goal

Our employees and clients can access the tools and resources they need to interact with us.

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: Our partners and clients may not consider accessibility requirements at the start of a procurement process.

Progress Update: Our organization will continue to ensure accessibility considerations are built into the request process.

Procurement is a part of meeting our accessibility goals. We will continue to ensure accessibility considerations are built into the request process. We will try to make sure our partners and clients consider accessibility requirements at the start of a procurement process. This will help to ensure our goods and services will be accessible, and help the procurement process go quickly.

The design and delivery of programs and services

We are committed to reviewing and developing programs and services through an accessibility lens.

To do this, we will:

- consult people with disabilities when we develop or review programs or
- services
- educate employees about existing accessibility standards
- ensure all official information is as accessible as possible

End goal

Our programs and services are designed and delivered in a way that everyone can access. Everyone who interacts with us is satisfied with the accessibility of our programs and services.

We have made the following progress in removing the barriers identified in our accessibility plan: Our programs and services are designed and delivered in a way that everyone can access. Everyone who interacts with us is satisfied with the accessibility of our programs and services.

Barrier 1: Our organization hasn't always, in the past, considered accessibility with the design and delivery of programs and services.

Progress Update: We are now committed to reviewing and developing programs and services through an accessibility lens, along with the consultation of our Accessibility Committee. To do this, we will:

- consult people with disabilities when we develop or review programs or
- services
- educate employees about existing accessibility standards
- ensure all official information is as accessible as possible

Transportation

The goal of the Transportation area under the *Accessible Canada Act* is to ensure a barrier-free federal transportation network.

The Chambers Transportation Group maintains a fleet of commercial vehicles to transport wood residuals, bulk liquids, dry bulk, forest products, ore, aggregates, and building materials. The fleet is comprised of class-8 day cabs, and sleeper cabs, which have no modifications related to accessibility. In cases where an employee requires accessibility features to operate a fleet vehicle, an accommodation would have to be explored.

At this time, Chambers Transportation Group does not have any fleet vehicles which would meet the technical definition of accessible, namely, a motor vehicle designed and manufactured, or converted, for the purpose of transporting persons who use mobility aids.

To ensure greater accessibility, Chambers Transportation Group will work with tractor and trailer manufacturers on equipment designs to reduce barriers that impact people with disabilities.

End goal

Assess the accessibility requirements for Chambers Transportation Group vehicles by focussing on current and future accessibility standards, and ensuring fleet purchases meet those standards.

We have made the following progress in removing the barriers identified in our accessibility plan:

Barrier 1: The fleet is comprised of class-8 day cabs, and sleeper cabs, which have no modifications related to accessibility. At this time, our organization does not have any fleet vehicles which would meet the technical definition of accessible, namely, a motor vehicle designed and manufactured, or converted, for the purpose of transporting persons who use mobility aids.

Progress Update: In cases where an employee requires accessibility features to operate a fleet vehicle, an accommodation will have to be explored. We will continue to assess the accessibility requirements for the organizations vehicles by focussing on current and future accessibility standards, and ensuring fleet purchases meet those standards.

Other progress

The Chambers Transportation Group promotes diversity and inclusion by:

- building an inclusive and diverse workforce that respects everyone
- using a zero tolerance approach for disrespectful behaviour
- using a consistent process to investigate discrimination

We will continue to improve our organization's culture by:

- including people with disabilities and teaching employees about the barriers they face
- making sure all communication, discussion and engagement with employees is accessible
- making sure everyone can access our events
- addressing barriers or limitations that affect people with disabilities and keep them from participating fully
- encouraging staff to take diversity and inclusion training

Our employees understand what accessibility means and why it matters. They have the tools to make us a more accessible and inclusive employer and service provider.

Conclusion

The Chambers Transportation Group is committed to addressing barriers and limits that impact people with disabilities by implementing this accessibility plan. We've been guided by the principles of the Accessible Canada Act.

We will consult and make sure any new initiative is developed through an accessibility lens. This will help us ensure we consider all relevant views in the first phases of a project or procurement process.

This plan is our first step towards ensuring we reduce or remove the barriers people with disabilities face so everyone can fully participate in our programs and services.

We value diversity and inclusion, and understand the importance of our policies, practices, programs, and services being accessible.

We are committed to working toward the Government of Canada's goal of being barrier free by January 1, 2040.

Known Barriers to Accessibility in our workplace:

Barrier	How to reduce or remove it
No or poor quality signage for accessible parking spaces, travel pathways, entrance doors, service desk, evacuation plan, washrooms, etc.	Add tactile signage and large, high contrast text when possible.
No or poorly identified passenger drop off and pick up areas.	Provide a dedicated curb ramp at all sites with a level change.
Hard to navigate to, from and within the office.	Add new fixtures or furniture to improve flow and provide contrast of signage.
Communication with the client isn't always accessible.	Make sure communication includes alternate formats: assistive listening devices, etc.
Poorly accessible washrooms	Add accessible toilets, sinks, grab bars, automated doors, and dispensers.

We will also work to reduce or remove barriers by:

- making sure accessibility is considered in any facility improvement project
- sharing and using accessible procurement principles, rules, and practices, when possible
- making sure that removing snow and ice from walking paths is prioritized