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## Accessibility Feedback Progress Report

**Organization Name: J&R Hall Transport Inc.**

**Reporting Period: Nov 2024 – May 31, 2025**

**Date of Report: May 27, 2025**

### 1. General

This report outlines recent progress and ongoing efforts by J&R Hall Transport Inc. to improve accessibility in accordance with Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR).

Our progress report provides updates on the progress our organization has made in implementing its accessibility plan in taking steps to provide a more inclusive workplace environment.

#### **How to provide feedback**

Please send your feedback to Sandy McCullough, HR Manager or Jennifer Landry, Customer Service Manager.

You can send your feedback by email, phone or mail using the contact information listed below.

For more information on how you can send your feedback, see our feedback process description [Accessibility - J&R Hall Transport Inc.](#)

#### **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 15 days.

#### **Contact us:**

Email: Sandy McCullough [s.mccullough@jrhall.ca](mailto:s.mccullough@jrhall.ca) & Jennifer Landry [jennifer.landry@jrhall.ca](mailto:jennifer.landry@jrhall.ca)

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## 2. Feedback Summary

J&R Hall Transport Inc. did not receive any internal feedback until May 2025.

At that time, one of our employees identified having accessibility challenges related to the accessibility of existing washroom/shower facilities at some of our company locations.

Specifically, it was noted that although there are adequate grab bars and fixed seating within the shower areas in the wheelchair-accessible washrooms, there were not any wheelable shower walkers to adequately support the needs of individuals who have undergone limb amputations to assist in ease of transition into the shower area.

This employee has expressed a need to provide enhanced physical support and accessible modifications to existing washroom facilities to better accommodate their mobility and independence.

## 3. Actions Taken to Date

- The feedback was acknowledged and reviewed by Human Resources and Management teams within 3 business days of receipt.
- An initial internal review of all washrooms and shower areas was conducted to identify potential barriers and determine the current level of accessibility in each.
- We have initiated contact with the **Accessibility for Ontarians with Disabilities Act (AODA)** office to seek professional guidance on compliance requirements and recommendations for improvement.

## 4. Planned Actions

- A third-party accessibility audit will be scheduled to provide a full evaluation of the facilities and develop a scope of recommended and required upgrades.
- Feedback from AODA will be incorporated into our accessibility strategy to ensure alignment with both ACA and provincial standards.
- A formal improvement plan and recommended upgrades schedule will be developed, with implementation targeted for Q3 2025.
- Updates to the company's Accessibility Plan will reflect these improvements once planned upgrades and timelines are finalized.



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## 5. Employment

We currently offer an inclusive hiring and retention practice for all new and existing employees. We have not identified or been notified of any accessibility barriers that may need to be removed or prevented during this time.

We remain committed to continuous improvement and will continue to monitor and review our hiring/retention practices to maintain compliance and foster accessibility for all.

## 6. Built Environment

Through our feedback process we have identified accessibility challenges related to existing washroom/shower facilities at some of our companies' locations.

Each of our facilities are accessible and compliant with accessibility standards, but it was noted there were not any wheelable shower walkers available to assist in adequately supporting individuals who have undergone limb amputations with the transition between the toilet areas into the shower areas.

We are currently reviewing different avenues to ensure we can provide enhanced physical support and/or accessible modifications to existing washroom facilities to better accommodate mobility and independence for our employees.

## 7. Information and Communication Technologies

During this reporting period, we have not received any feedback by employees, clients, or stakeholders that have identified any barriers for the various technological tools we currently use to send, store, create, share or exchange information.

## 8. Communication, other than information and communication Technologies

We have not received any feedback by employees, clients, or stakeholders that have identify improvements needing to be made to remove barriers for accessibility to any of our printed and/or verbal communication channels at this time.

## 9. Procurement of goods, services, and facilities

At J&R Hall Transport Inc., all accessibility requirements are considered in our procurement processes. During this reporting period, no feedback has been received by employees, clients and/or stakeholders that has identified a barrier that we would be able to prevent or remove.



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## 10. The design and delivery of programs and services

Currently our services are designed to be inclusive and equitable and have not had any feedback in which we could utilize to improve, remove or prevent any accessibility barriers at this time.

## 11. Transportation

At J&R Hall Transport Inc., we take great pride in being able to offer our team with newer, well-maintained vehicles that have been upgraded with strategically placed grab bars and steps that assist in promoting ease of accessibility and personal safety.

We have not received any feedback during this reporting period from our employees that relate to steps to remove or prevent barriers.

## 12. Consultations

J&R Hall Transport Inc. schedules semiannual meetings to engage employee feedback, with most recent being in April 2025. At that time, we did not receive any feedback to identify barriers in our accessibility plan.

J&R Hall Transport Inc. had initiated contact with the **Accessibility for Ontarians with Disabilities Act (AODA)** office through their online platform in May 2025 to seek professional guidance for recommendations that support our company in providing a more accessible and inclusive workplace environment.

At the time of this writing this report, we have not heard back but will continue to reach out via available avenues.

## 13. Conclusion

J & R Hall Transport Inc. remains committed to an inclusive and accessible workplace environment for all. Ongoing updates regarding this initiative will be communicated to affected employees and stakeholders.

Addressing the needs of individuals with disabilities is part of our broader commitment under the ACA. We will continue to report on our progress and ensure meaningful, ongoing improvement.

We encourage continued feedback and dialogue to ensure that accessibility barriers are identified and removed in a timely and respectful manner.