



Accessible Services

Emergency Preparedness and Response Policies

Cornwall Transit is committed to the safety and security of all our passengers. Cornwall Transit staff is always ready to help you.

Emergency Preparedness:

All Cornwall Transit Bus operators have been specially trained to provide accessible transit services. Training includes the safe operation of the ramp, assisting in the securement of wheelchairs/vacant scooters and understanding of customer needs. Do not hesitate to ask your bus operator any questions.

All Cornwall Transit operators are trained to give you detailed instructions on what to do in an emergency. Cornwall Transit operators and Supervisory staff will work together to ensure the safety of all passengers in an emergency situation.

Emergency Response:

- The City of Cornwall's Fire and Emergency Medical Services has been designated by the City to provide assistance in the case of an emergency.
- In the event of an emergency, Cornwall Transit operators will contact the Transit Supervisor who, in turn, will contact Fire and Emergency Medical Services to ensure that aid is provided as soon as possible.
- Cornwall Transit operators will provide assistance to passengers, including those with disabilities, or if unable to safely do so, will advise the Emergency Medical Services of any passengers who need help.
- Each situation is different and Cornwall Transit operators are trained to respond accordingly. For example, in the event of a bus collision, your Bus operator will attempt to identify passengers who may be injured and provide assistance where it is possible to do so safely.
- Cornwall Transit also welcomes input from its passengers: if you are injured or see someone who may be injured, notify the operator as soon as possible.

