



Integrated Accessibility Multi Year Plan

PART I – GENERAL INQUIRIES

INTRODUCTION AND STATEMENT OF COMMITMENT

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act. As required, public and private sectors must develop a multi-year plan outlining the organizations strategies to prevent and remove barriers for persons with disabilities, meeting the requirements under the AODA.

This multi-year plan outlines The Village Grocer's strategy to prevent and remove barriers for persons with disabilities and to address the current and future requirements of the AODA.

ESTABLISHMENT OF ACCESSIBILITY POLICIES

Develop, implement and maintain policies governing how The Village Grocer will achieve accessibility through meeting its requirements under the accessibility standards.

Action – draft policy, obtain management approvals, and post policy online and in store.

Timeframe - Completed

ACCESSIBILITY PLAN

Establish, implement, and maintain document of a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers and meet its requirements under AODA.

To post accessibility plan online and have it available in store.

To review and update at least once, every five years.

Action – Identify barriers, and prepare and develop a multi year plan based on the needs of customers with disabilities. Once complete, obtain

management approvals and post online and in store. Review at least once every five years.

Timeframe – Completed

TRAINING

Ensuring that training is provided, as it pertains to persons with disabilities to all employees who participate in developing The Village Grocer's policies, and all other persons who provide goods and services on behalf of The Village Grocer.

Action – prepare training sessions for all employees appropriate of the duties of the employee, volunteers and other persons. All training sessions will be documented.

Timeframe - Pending

PART II – INFORMATION AND COMMUNICATIONS

FEEDBACK

Ensuring that feedback is received and responded to in a timely manner on the way The Village Grocer provides goods and services to those with disabilities.

Action – Provide customers communication outlets to express their concerns, suggestions and positive feedback, ensuring that all requests are directed to human resources.

Timeframe – Completed

ACCESSIBLE FORMATIONS AND COMMUNICATION SUPPORTS

Arrange for provisions of accessible formats and communication support for persons with disabilities in a timely manner that takes into account the person's accessibility needs. Consulting with the individual making the request to determine the suitable format, and to notify the public about the availability of accessible formats and communication support.

Action – Determine what accessible formats and communication support needs to be provided. Determine a timeline for providing these formats.

Timeframe – Pending

ACCESSIBLE WEBSITE AND WEB CONTENT

Ensure that the internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines.

Action – Communicate with The Village Grocer’s web development team to ensure implementation is in accordance with WCAG requirements.

Timeframe – Complete

PART III – EMPLOYMENT STANDARDS

RECRUITMENT

Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Action – Develop a statement to include in all job postings stating we are committed to providing accommodations.

Timeframe – Complete

RECRUITMENT ASSESSMENT OR SELECTION PROCESS

Notify job applicants, when they are individually selected to participate in an assessment or selection process, accommodations are available upon request in relation to the processes that are to be used. Then, consult with an applicant who is requesting accommodations to provide the provisions that are suitable.

Action – Ensure all applicants are notified of availability of accommodations. Identify any potential barriers in the recruitment process, and address them. Develop interview guidelines addressing accessibility requirements.

Timeframe – Pending

NOTICE TO SUCCESSFUL APPLICANTS

Notify successful applicants of The Village Grocer’s policies for accommodating employees with disabilities.

Action – include a statement in all offer letters/agreements

Timeframe – Pending

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Consult with employees with disabilities to provide provisions of accessible formats and communication supports for information that is needed in order to perform, and that is generally available to employees in the workplace.

Action – Audit of general communication to employees.

Timeframe – Pending

WORKPLACE EMERGENCY RESPONSE INFORMATION

Provide individualized workplace emergency response information to employees who have a disability as soon as possible after becoming aware of the need for accommodation. With employee consent, provide workplace emergency response information to the designated persons to provide assistance to the employees. Review individualized workplace emergency response information as appropriate.

Action – Develop a process for providing individualized workplace emergency response.

Timeframe – Pending

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

Maintain written process for the development of documented individual accommodation plans for employees with disabilities. Provide accommodation plans in format that takes into account the employees accessibility due to disability. Also, the plans will include individualized workplace emergency response information, where required, and will identify any other accommodations that have to be provided.

Action –

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis
3. The manner in which The Village Grocer can request an evaluation by an outside medical or other expert, at the employers expense to assist the employer in determining if accommodation can be achieved and if so, how accommodation can be achieved.
4. The steps taken to protect the privacy of the employees personal information

5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to the disability.

Individual accommodation plans will

- o If requested, include any information regarding accessible formats and communication supports
- o If requested, include individualized workplace emergency response information,
- o Identify any other accommodation that is to be provided

Timeframe – Pending

RETURN TO WORK PROCESS

Develop and maintain a document for employees who have been absent from work due to disability and require disability related accommodations in order to return to work. The return to work process shall outline the steps that The Village Grocer will take to facilitate the return to work and use individual documented accommodation plans.

Action – review current policies and processes regarding return to work.

Timeframe – Pending

PERFORMANCE MANAGEMENT

Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

Action – review current process to determine if revisions are required

Timeframe – Pending

CAREER DEVELOPMENT

Taking into account the accessibility needs of employees with disabilities, as well as accommodation plans, providing career development and advancement to employees with disabilities.

Action – review current process to determine if revisions are required.

Timeframe – Pending

REDEPLOYMENT

Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Action – review current process to determine if revisions are required.

Timeframe – Pending

PART IV.1 – DESIGN OF PUBLIC SPACES STANDARDS

BUILT ENVIRONMENT

The Village Grocer will be the Accessibility Standards for the Design of Public Spaces which building or making major renovations to public spaces including exterior paths of travel, accessible parking and or operation services. The Village Grocer will follow the Ontario's Building Code for new construction and major changes to existing features.

Action – ensure that accessibility standards are incorporated when building new stores or making major modifications to public spaces.

Timeframe – Pending