



## Integrated Accessibility Standards Policy

### PART I – GENERAL

#### POLICY GOAL

The following policy has been established by The Village Grocer to provide barrier free access within our premises as required within Regulation 191/11, “**Integrated Accessibility Standards**” under the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**.

#### DEFINITIONS

Accessible Formats - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Large Organization - means an organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization.

New Internet Website - means either a website with a new domain name or a website with an existing domain name undergoing a refresh.

#### COMMITMENT

The Village Grocer is committed to treating people in a manner that allows that to maintain their dignity and independence, with equal opportunities. We are committed to meeting the needs of those within disabilities, in a timely manner, and will do so by preventing and removing barriers that meet the requirements of the AODA. This policy will be reviewed annually to accommodate legislative and organizational changes.

#### ACCESSIBILITY PLAN

The Village Grocer will establish, implement, maintain and document an Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace.

The Accessibility Plan will be reviewed and updated at least once every five years and posted on the company website. Upon request, The Village Grocer will also provide a copy to the Accessibility Plan in a hard copy format.

#### ACCESSIBLE EMERGENCY INFORMATION

The Village Grocer is committed to providing customer and clients with publicly available emergency information in an accessible way upon request. Also, providing all employees with disabilities with individualized emergency response information and training.

#### TRAINING

The Village Grocer will provide training to employees, volunteers and persons who develop the organization policies and other staff members who provided goods and services, for facilities on behalf of the organization.

Training includes requirements within the accessibility standards and The Human Rights Code in order to meet Ontario's Accessibility laws by July 1<sup>st</sup>, 2016. Training will be appropriate to the duties of the employees, volunteers and other persons.

### **PART II – INFORMATION AND COMMUNICATIONS STANDARDS**

#### FEEDBACK PROCESS

Customers who wish to provide feedback on the way to The Village Grocer provides goods and services to people with disabilities can e-mail [contact@thevillagegrocer.com](mailto:contact@thevillagegrocer.com), directly. Customers can also call (905) 940-0655 and speak with manager in charge, or in person.

#### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORT

The Village Grocer is committed to meeting the communication needs of people with disabilities in a timely manner. Upon request we will consult with people with disabilities to determine their suitability of an accessible format that take into account the persons accessibility needs due to a disability.

#### ACCESSIBLE WEBSITE AND WEB CONTENT

The Village Grocer will ensure that our internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines.

## **PART III – EMPLOYMENT STANDARDS**

### **RECRUITMENT**

The Village Grocer will notify employees about the availability of accommodation for applicants with disabilities in its recruitment process.

### **RECRUITMENT, ASSESMENT OR SELECTION PROCESS**

During recruitment process, The Village Grocer will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to materials or processes to be used.

If a selected applicant requests and an accommodation, The Village Grocer will consult with the applicant and provide, arrange for the provision of, a suitable accommodation in a manner that takes into account their accessibility needs due to a disability.

### **NOTICE TO SUCCESSFUL APPLICANTS**

The Village Grocer will notify the successful applicant of the policies for accommodating employees with disabilities.

### **INFORMING EMPLOYEES OF SUPPORT**

The Village Grocer will continue to inform its employees of its policies, changes to the policy that are used to support employees with disabilities, including but not limited to policies on the provision of job accommodations, that take into account an employee's accessibility needs to do a disability, along with any training that may be required from for hired, and new hires.

### **ACCESSIBLE FORMATS AND COMMUNICATIONS SUPPORT FOR EMPLOYEES**

Upon request by an employee, The Village Grocer will consult with the employee to provide or arrange for the provision, of assessable formats and communication supports for information that is generally available to other employees and needed to perform his/her job.

### **WORKPLACE EMERGENCY RESPONSE INFORMATION**

The Village Grocer will provide individualized workplace emergency response information to employees with a disability, if aware, and if the disability is such that the individualized information is necessary.

Where an employee requires assistance, with the employee's consent, The Village Grocer will provide the workplace emergency response information to the person designated by the employer to provide

“assistance” to the employee. The information shall be provided as soon as practicable upon the employer becoming aware of the need for accommodation due to the employee’s disability.

The Village Grocer will review the individualized workplace emergency response information when the employee moves to another location in the organization, when the employee’s overall accommodations are reviewed, and during general review of emergency response policies.

#### DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

The Village Grocer will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports will also be included within individual accommodation plans. Additionally, the plans will include individualized workplace emergency response information where required, and will identify any other accommodation that is to be provided.

#### RETURN TO WORK PROCESS

The Village Grocer maintains a documented “return to work” process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return for work.

The “return to work process” outlines the steps the employer will facilitate to employees who were absent from work due to their disabilities.

The “return to work” reference in this section does not replace or override any other “return to work” process created by or under any other statute.

#### PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT, ADVANCEMENT AND REDEPLOYMENT

The Village Grocer will take into account the accessibility needs of employees with disabilities and individual accommodation plans, during its processes of performance management, when providing career development, advancement to employees, and the same in the case of redeploying employees.

### **DESIGN OF PUBLIC SPACE STANDARDS – PART IV.1**

#### BUILT ENVIRONMENT

The Village Grocer will meet the Accessibility Standards for the Design of Public Spaces when building or making major renovations to public

spaces including exterior paths of travel, accessible parking and or operating services.

The Village Grocer shall follow the Ontario's Building Code (including O. Reg. 368/13, effective January 1, 2015) for existing renovations and or new construction.