

2014-2021

**Fresh Start Foods Canada Ltd.
Multi-Year Accessibility Plan**

Accessibility Plan and Policies for Fresh Start Foods Canada Limited

This 2014-21 accessibility plan outlines the policies and actions that **Fresh Start Foods Canada Ltd.** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Fresh Start Foods Canada Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Fresh Start Foods Canada Ltd. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Fresh Start Foods Canada Ltd. will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Fresh Start Foods Canada Ltd. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

- All Fresh Start Foods Canada Ltd. employees will be required to complete training for the AODA Integrated Accessibility Standards prior to January 1, 2015.
- **Fresh Start Foods Canada's** New Hire Program will be enhanced to include accessibility training for all AODA Standards

Information and communications

Fresh Start Foods Canada Ltd. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Fresh Start Foods Canada Ltd. will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2014**.

- All new **Fresh Start Foods** websites are assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A.
- All **Fresh Start Foods** web content is assessed and evaluated for accessibility conformance.

Fresh Start Foods Canada Ltd. will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- **Fresh Start Foods** customer feedback processes allow for multiple types of communication such as email, telephone, or regular mail.

Fresh Start Foods Canada Ltd. will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- All **Fresh Start Foods** employees will receive training on the AODA IARS

Fresh Start Foods Canada Ltd. will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**.

- Ensure all web sites are WCAG 2.0 Level A compliant by January 1 2014
- Identify accessibility features and functions during planning stages; identify all accessibility non-compliance during User Acceptance Testing phases.
- Conduct accessibility reviews of all web sites prior to launch.

Employment

Fresh Start Foods Canada Ltd. is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Fresh Start Foods Canada Ltd.** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- **Fresh Start Foods** will ensure that all positions posted internally, on the company's website or when using third parties for recruitment, they meet the requirements under AODA's Employment Standard. A line will be added to the job posting stating that accommodations are available, if needed.

Fresh Start Foods Canada Ltd. will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Review existing policies and procedures and if necessary, augment processes for people with disabilities on the development of accommodation plans and return to work processes.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if **Fresh Start Foods Canada Ltd.** is using performance management, career development and redeployment processes.

- Review existing policies and procedures amend where necessary.

Design of Public Spaces

Fresh Start Foods Canada Ltd. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas
- Accessible off street parking
- Service-related elements such as service counters, fixed queuing lines and waiting areas.

Fresh Start Foods Canada Ltd. will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan, please contact:

Fresh Start Foods Canada Ltd. Customer Service at:

Phone: 905-878-9000

Accessible formats of this document are available free upon request from:

Fresh Start Foods Canada Ltd.