



2014-2018 Multi Year Accessibility Plan

Category: General Requirements/Customer Service						
Legislative Requirement	Deadline	Requirement	Actions	Status	Who	
1	Establish accessibility policy	1-Jan-14	Sec. 3 * Develop and implement an Integrated Accessibility Standards Policy * Make policy public, and available in accessible format if necessary * Review and update as needed	Fresh Start Foods has created an Integrated Standards Policy for internal and external posting. It is available for view in our common areas (reception, lunch rooms, hallways). It is also available on our company Intranet on the Ontario divisional page.	Complete	HR/ Steve Kampstra
2	Provide training	1-Jan-15	Sec. 7 * Training to be given to employees, volunteers * Anyone developing policies within company * Anyone providing goods, services or products	Fresh Start Foods has a Training Management System (HR Downloads) dedicated to ensuring all staff and volunteers are trained in the appropriate information for the IASR. All training records are kept on this system for future reference. New employees are trained at Orientation.	Complete/Ongoing	HR * training to happen regularly, as needed. Refresher training to occur at 3 year intervals.
Category: Information and Communication						
Legislative Requirement	Deadline	Requirement	Actions	Status	Who	
1	Feedback from Customers and Employees	1-Jan-15	Sec.11 Receiving and providing feedback in an accessible format	Fresh Start Foods has posted information in regards to a specific email address on Customer Service page of our website.	Complete	Information Services
2	Accessible Formats and Communication Supports	1-Jan-16	Sec. 12 Information about their goods and services or facilities	Fresh Start Foods uses primarily electronic or digitally formatted documents which allows for an easier transition to accessible formats in the near future. Wait time for the use of an accessible document will be greatly shortened by this factor.	Pending	Information Services
			Sec. 12 Communication Supports	Fresh Start Foods is happy to provide communication supports that take into account a person's individual needs. Any cost for this service will be incurred by the company and not by the customer/client. A list of local service providers will be available on site to facilitate this process. Information about goods, services or facilities is available on our company website. Fresh Start Foods also provides access to a TTY line for those who use mediated communication methods.	Pending	HR/Information Services
3	Meeting Requests in a Timely Manner	1-Jan-16	Sec. 12 HTML, MS Word, accessible electronic formats	In most cases, Fresh Start Foods will be able to provide information or communications in a timely manner. In other cases, we will require more time based on the complexity of the request. At most, customers/clients will receive accessible documents within 10 business days.	Pending	HR/Information Services
4	Posting Requirements	1-Jan-16	Sec. 12 Public must be notified about accessible formats and communication supports	Fresh Start Foods will notify the public about the availability of accessible formats and communication supports via the company website.	Pending	Information Services
5	Emergency Procedures/Plan or Public Safety Information	1-Jan-16	Sec. 13 If publicly available must also provide in an accessible format i.e.: evacuation procedures, floor plans, Health and Safety information	Fresh Start Foods provides this information to people during visitor sign in procedures. This information will be available upon request in an accessible format. The format is dependent upon the request of the individual. Our receptionist will be trained on how to accommodate any requests received.	Pending	HR/Customer Care
6	Accessible Websites and Web Content	1-Jan-14	Sec. 14 Applies to new internet websites and content WCAG 2.0 at level AA	Fresh Start Foods will adapt our website to conform to WCAG 2.0 Level AA standards.	Pending	HR/Information Services
			Sec. 14 All internet websites and web content	Fresh Start Foods will need to employ the services of a contracted third party in order to make any significant changes to our website accessibility design.	Pending	Information Services/ Third Party
Category: Employment						
Legislative Requirement	Deadline	Requirement	Actions	Status	Who	
1	Recruitment, Assessment and Selection	1-Jan-16	Sec. 22 Notify employees and public about availability of accommodations for applicant in the recruitment process	Fresh Start Foods will ensure that all positions will be posted internally or on the company's website. When using third parties for recruitment, we will ensure that 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.	Pending	HR

		1-Jan-16	Sec. 23 Notify applicants who have been invited to participate in recruitment, assessment or selection process that accommodations are available	Fresh Start Foods will notify applicants that there are accommodations that can be made during the selection process. Recruiters informing a candidate of an interview will alert them as to the available accommodations. This will be added to the standard email templates we currently use for the Selection process.	Pending	HR
		1-Jan-16	Sec. 24 Offers of Employment - notify successful applicants of policies for accommodating employees with disabilities	Fresh Start Foods will notify the successful applicant(s) of our policies for accommodating employees with disabilities. Notification may take a variety of forms such as in writing, verbal and as part of the orientation process.	Pending	HR
		1-Jan-16	Sec. 25 Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	Fresh Start Foods will inform all employees of our policies for supporting employees with disabilities. Notification will take several forms such as a newsletter, email, staff memo or staff meetings. All new hires will be informed upon hire. Existing employees will be informed when there is a change to the policy for supporting employees with disabilities.	Pending	HR
2	Accessible Formats and Communication Supports	1-Jan-16	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	Fresh Start Foods will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.	Pending	HR
3	Workplace emergency response information	1-Jan-12	Sec. 27 * Provide individualized workplace emergency response information * Prepare for the specific needs employees with disabilities may have in emergency situations	Fresh Start Foods has created an individualized workplace emergency response form for employees who require accommodations/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee is provided with the necessary information to assist the employee with the disability.	Complete	HR/Health and Safety Supervisor
4	Documented individual accommodation plans	1-Jan-16	Sec. 28 * Develop and document individual accommodation plans for employees with disabilities * Employee involvement, outside medical or expert evaluation * Review frequently	Fresh Start Foods will create an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when Fresh Start Foods will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan.	Pending	HR/Health and Safety Supervisor
5	Return to work process	1-Jan-16	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability related accommodations to return to work	Fresh Start Foods has an already established return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process is documented. If an individual's injury is covered by the return to work provisions in the Workplace Safety and Insurance Act, then that Act's return to work process would apply.	Already Existing	HR
6	Performance Management	1-Jan-16	Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Fresh Start Foods will consider the accessibility needs of employees with disabilities in the area of performance management.	Pending	HR
7	Career development and advancement	1-Jan-16	Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them	Fresh Start Foods will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan must be updated to reflect the changes in their new responsibilities.	Pending	HR