



Accessibility Plan and Policies for Gay Lea Foods Co-operative

This 2014-21 accessibility plan outlines the policies and actions that Gay Lea Foods Co-operative will put in place to improve opportunities for people with disabilities.

1. Statement of Organizational Commitment

Gay Lea Foods Co-operative 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 (AODA).

2. Accessibility Standards for Customer Service: Ontario Regulation 429/07

Gay Lea Foods launched its Accessibility Standards for Customer Service policy in November 2011 to offer service excellence and fulfil Gay Lea's obligations to the Accessibility Standards for Customer Service; Ontario Regulation 429/07 (the Standard). The policy and its supporting procedures and practices have been developed to comply with the Standard.

3. Accessible Emergency Information

Gay Lea Foods Co-operative is committed to providing our 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.

4. Training

Gay Lea Foods Co-operative 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.

Gay Lea Foods Co-operative will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Review current training materials, resources and literature pertaining to AODA and Integrated Accessibility Standards Regulations (IASR) provided to employees of Gay Lea Foods Co-operative. Identify existing materials, resources and literature and develop new training resources where appropriate for employees of Gay Lea Foods Co-operative.
- Design and implement a training program for employees, volunteers and other staff members on the IASR requirements and the Ontario Human Rights Code that apply to Gay Lea Foods Co-operative.

- Accessibility training in new employee orientation includes information related to the IASR requirements and the Ontario Human Rights Code.

5. Information and communications

Gay Lea Foods Co-operative is committed to meeting the communication needs of people with disabilities.

5.1 Websites and web content

All websites and web content currently conforms to WCAG 2.0 Level A. To remain in compliance, Gay Lea Foods Co-operative will undertake the following:

- employees review resources and attend training on making websites accessible
- continuous efforts to educate employees on creating accessible documents for all websites and web content.

By January 1, 2021 Gay Lea Foods will ensure that all new websites and content on those sites conform to WCAG 2.0 Level AA by undertaking the following:

- Website redesign in accordance with WCAG 2.0 Level AA
- Staff training on WCAG 2.0 Level AA as required.

5.2 Feedback processes

By January 1, 2015 Gay Lea Foods Co-operative will take the following steps to ensure existing feedback processes are accessible to people with upon request by:

- Make sure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request.
- Notify employees, volunteers, other staff and the public about the availability of accessible formats and communication supports.

5.3 Accessible formats and communication supports

By January 1, 2016 Gay Lea Foods will take the following steps to make sure all publicly available information is made accessible upon request by:

- Make sure that accessible formats and communications supports for persons with disabilities are available.
- Notify employees, volunteers, other staff and the public about the availability of accessible formats and communication supports.
- Requests for accessible documents are directed to the Director, Human Resources and People Development or Communications Manager.



6. Employment

Gay Lea Foods Co-operative is committed to fair and accessible employment practices and to ensuring that the process of finding, obtaining and keeping a job is as inclusive as possible in order to build an effective workforce.

6.1 Human Resources Training

Human Resources staff will receive training in order to comply with the Integrated Accessibility Regulation by January 1, 2016. It is expected that training will cover a variety of topics including:

- Understanding employer obligations to provide employment accommodations
- How to identify and remove barriers in the workplace
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required.
- Revising individual work plans and developing tools and templates to remove barriers from the recruitment process.

6.2 Recruitment and Assessment Processes

By January 1, 2016 we will take the following steps to notify the public and staff that, when requested, Gay Lea Foods Co-operative will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Tell employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.
- Inform job applicants when selected to participate in an assessment/selection process that accommodations are available.
- When making an offer of employment, tell the successful applicant of policies for accommodating employees with disabilities.

6.3 Making information accessible to employees

By January 1, 2016 Gay Lea Foods Co-operative will take the following steps to ensure employees with a disability are able to access workplace information:

- Surveying the information accessibility needs of employees with disabilities
- Providing or arranging for accessible formats and communication supports when it is requested by an employee with a disability and the information is needed to perform the employee's job and is generally available to employees in the workplace.

6.4 Informing staff about policies for supporting employees with disabilities

By January 1, 2016 Gay Lea Foods Co-operative will take the following steps to inform employees of policies to support employees with disabilities:

- Ensuring all relevant policies are posted on Gay Lea Foods Co-operative intranet (The Gateway).

- New employees attending the New Employee Orientation training program, where policies to support employees with disabilities are discussed in the Accessibility portion of the training.

6.5 Helping employees with disabilities return to work

By January 1, 2016 Gay Lea Foods Co-operative will undertake 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:

- Development of policies and work processes for employees who have been absent from work due to a disability and require individual disability-related accommodations to return to work. This process will outline the steps Gay Lea Foods Co-operative will take to facilitate the return to work and will include an individual documented accommodation plan.
- Training for supervisors and managers where required.
- Communication to all employees on the relevant policies and processes.

6.6 Develop accommodation plans for employees with disabilities

By January 1, 2016 Gay Lea Foods Co-operative will undertake the following steps to develop and put in place a policy for the development of documented individual accommodation plans for employees with disabilities:

- Development of a policy or policies for the development of individual accommodation plans for employees with disabilities taking in to account
 - the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
 - the means by which the employee is assessed on an individual basis;
 - and the steps taken to protect the privacy of the employee's personal information.
- Training for supervisors and managers where required.
- Communication to all employees on the relevant policies and processes.

6.7 Making performance management, career development and job changes accessible to employees

By January 1, 2016 Gay Lea Foods Co-operative will undertake the following steps to take into account accessibility needs of employees with disabilities and individual accommodation plans during the performance management process, when providing career development and advancement or when redeploying an employee:

- Gay Lea Foods Co-operative Performance Management and Development Plan (PMDP) will be reviewed and revised to include IASR requirements for performance management, career development and redeployment.



7. Conclusion

Gay Lea Foods Co-operative recognizes that further steps need to be taken to help us to become completely barrier-free. Therefore, the Multi-year Plan presented above reflects a commitment to engage in initiatives that will make the co-operative free of physical, attitudinal and social barriers by the year 2021.

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