



## **MULTI-YEAR ACCESSIBILITY PLAN**

Organic Garage is committed to providing goods, services and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities.

This 2014-2021 Accessibility plan outlines the policies and actions that we put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Organic Garage 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).

### **Customer Service Accessibility:**

Organic Garage is committed to providing goods and services to all individuals. To ensure that we are meeting the Customer Service Accessibility policy, the company has completed the following:

- Employees have been trained on the provincial Accessibility laws, how to communicate, interact and support persons with disabilities in ways that take the person's disability into account.
- Accessibility training is tracked and recorded.
- Persons with disabilities are permitted to use their own assistive devices at Organic Garage
- Persons accompanied by service animals are permitted to enter areas of our premises that are open to the public.
- A person with a disability accompanied by a support person is provided equal access to all goods and services offered by Organic Garage.
- Notice is provided to the public of any temporary or other disruptions to our facilities or services, including information about the reason for and expected length of the disruption and a description of any alternative facilities and/or services that are available.
- Acceptance of feedback about how to provide goods and services to persons with disabilities. Feedback can be given in person, in writing, by email or telephone.
- Our Customer Service Accessibility Policy is posted for our customers to view.
- Reporting compliance with the Customer Service Accessibility laws, as required.

*Completion Date: Actions completed*

### **Training:**

Organic Garage will ensure that training is provided 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. The company will maintain a record of the names with dates of when training was provided.

*Completion Date: Actions completed*

#### **Information and Communications (Website Accessibility):**

Organic Garage is committed to meeting the communication needs of people with disabilities.

If Organic Garage determines that the technology to convert information or communications is not readily available or that it is not technically feasible, we will provide the individual requiring the information with a mutually agreed upon format.

Organic Garage will take the following steps to make all new websites and content of those sites conform with WCAG 2.0, Level A and increasing to Level AA:

- Ensure that any web content developed internally or externally meets the information and communication standards and that our vendors/developers have the necessary expertise to develop such content.
- Ensure that by January 1, 2021 all internet website and web content backdated to 2012 conforms to WCAG 2.0 Level AA.

*Completion Date: Actions completed*

#### **Feedback:**

Organic Garage has a policy and process in place for receiving and responding to feedback.

In accordance with Accessibility policies, we are committed to:

- Upon request, in a timely manner, take into account the individual's disability and mutually determine a suitable accessible format or communication support.
- Notify the public about our feedback formats.

*Completion Date: Actions completed*

#### **Employment:**

Organic Garage is committed to fair and accessible employment practices. We will take the following steps to accommodate all candidates and employees with regards to the following:

#### RECRUITMENT

- Notify the public and staff that when requested we will accommodate people with disabilities during the recruitment and selection process.
- If a selected applicant requests accommodation, Organic Garage will discuss with the candidate a mutually agreed upon accommodation that takes the applicant's disability into account.
- Notify the applicant of the policies for accommodating employees with disabilities.

#### EMPLOYEE RELATIONS & RETURN TO WORK PLANS

- Inform its employees about Accessibility and accommodation policies that pertain to their job, as soon as possible from their start date.
- Provide agreed upon accessible formats for information that an employee requests.
- Put in place processes for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

#### PERFORMANCE MANAGEMENT & CAREER DEVELOPMENT

- Review internal policies and procedure to ensure compliance with Accessibility policies.
- Take into account the Accessibility of individual employees with regards to performance management and career development.

*Completion: Actions Completed*

#### **Public Spaces:**

Organic Garage will incorporate Accessibility into public spaces into any properties constructed or redeveloped after January 1<sup>st</sup>, 2017 in the following way:

- By ensuring that external walkways are free from barriers.
- Service Counters constructed or redeveloped after January 1<sup>st</sup>, 2017 will ensure that the floor space in front of the counter is sufficient to accommodate a mobility aid and that countertops will be of a height to be used by individuals with mobility devices.

*Completion: Actions Completed*

For more information on this Accessibility plan or to request accessible formats of the Accessibility documents, please contact Organic Garage's Customer Service department at:

289-644-5377, ext. 200

customerservice@organicgarage.com

*Policy created on: November 13, 2014*

*Last Updated: May 5<sup>th</sup>, 2021*