

<b>SECTION:</b> Integrated Accessibility Standards	<b>SUBJECT:</b> Statement of Organizational Commitment	<b>POLICY NUMBER:</b>
<b>IMPLEMENTATION:</b> 2014	<b>REVIEW:</b>	
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## 1. INTRODUCTION

The purpose of this policy is to address the accessibility requirements of Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR). Our goal is to establish and maintain an inclusive work environment where all persons are treated equally. This policy will be used to provide a framework within which accessibility plans and initiatives will be created in order to move the organization towards the goal of improving accessibility for persons with disabilities throughout ECS Coffee Inc and being compliant with all the standards under the AODA.

The commitments in this policy are intended to ensure that accessibility remains a priority in ECS Coffee Inc's decision-making process and will serve to assist in ensuring that decisions improve accessibility and not inadvertently create barriers.

## 2. SCOPE

This policy will apply to all employees, visitors, applicants for employment who may require employment accommodation through the recruitment, assessment, selection and hiring process, as well as contractors, third parties or any other individuals who interact with the public or other third parties who represent or act on behalf of ECS Coffee Inc. in any manner.

## 3. PRINCIPLES

- 3.01** ECS Coffee Inc. is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the IASR, in the areas of information and communications and employment and to meet the accessibility needs of persons with disabilities in a timely manner.
- 3.02** ECS Coffee Inc. is committed to eliminating barriers and improving accessibility for persons with disabilities, in a manner that respects dignity, independence, integration and equal opportunity. ECS Coffee Inc. recognizes the diverse needs of all our employees and customers and will respond by striving to provide services and facilities that are accessible to all.
- 3.03** ECS Coffee Inc. is committed to fostering, creating and maintaining a barrier-free environment for all individuals, providing equal rights and opportunities including:
- promoting a respectful attitude for persons with disabilities;
  - promoting awareness of the needs and abilities of persons with disabilities;
  - informing the ECS Coffee Inc. community about the services available to persons with disabilities and seeking to ensure that such services are delivered in ways that promote equity; and
  - providing support services, subject to certain limitations.

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**3.04** ECS Coffee Inc is committed to the establishment, implementation, maintenance and documentation of a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the AODA and its Regulations. This plan will be posted in an obvious place on company premises and on the company website. It will also be provided in alternative formats upon request and reviewed and updated at least once every five years.

**3.05** ECS Coffee Inc. is committed to excellence in serving all our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a format that takes into account the person’s disability, as described in the customer service standard and under the IASR. We will meet alternative format requests in a timely fashion and at no additional cost.

**3.06** ECS Coffee Inc. will ensure that emergency procedures, plans or public safety information meets the needs of persons with disabilities, and will provide this information in an accessible format or with communications supports on request.

**Recruitment, Assessment and Selection Process**

**3.07** ECS Coffee Inc. will ensure that in our recruitment practices employees and the public are made aware that we will provide accommodation for applicants with disabilities in our recruitment, assessment and selection process.

**3.08** When ECS Coffee Inc. selects job applicants for a job selection process, we will make applicants aware that, upon request, they have access to accommodation in relation to materials and processes that will be used for applicant screening and that take into account their accessibility needs due to disability.

**3.09** When ECS Coffee Inc. makes an offer of employment, we will notify the successful applicant of our policy of accommodating employees with disabilities.

**Supports for Employees**

**3.10** ECS Coffee Inc. will inform employees of our policy of supporting employees with disabilities and procedures that provide for job accommodations. This information will be provided to new employees as soon as practical and will provide new information as policies are revised.

**Accessible Formats and Communication Supports**

**3.11** Where an employee with a disability requests, ECS Coffee Inc. will consult with the employee to provide or arrange for accessible formats and communication supports in relation to information that is generally available to employees in the workplace and that the employee needs to perform his or her job.

**3.12 Workplace Emergency Response Information**

ECS Coffee Inc. will ensure that individualized workplace emergency response information is provided to employees who have a disability provided the disability is such that individualized information is necessary and we have been made aware of the need for accommodation due to disability. ECS Coffee Inc. will provide the necessary information as soon as practical after becoming aware of the need for accommodation.

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**3.13** If an employee who receives individualized workplace emergency response information requires assistance, ECS Coffee Inc. will, with the consent of the employee, provide such information to the person designated to provide assistance to the employee.

**3.14** Individual workplace emergency response information will be reviewed when the employee moves to a different location; when the employee's overall accommodations needs change and/or when we review our general response procedures.

**Individual Accommodation Plans**

**3.15** ECS Coffee Inc. will have a process in place for the development of documented individual accommodation plans for employees with disabilities. The process will address:

- How the 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. ECS Coffee Inc. can request an evaluation by an outside medical or other expert, at the company's expense, to assist in determining if accommodation can be achieved and if so, how it can be achieved.
- The steps taken to protect the privacy of the employee's personal information.
- How we will ensure that the individual accommodation plan is provided in a format that takes into account the employee's accessibility needs due to a disability.

**3.16 Training**

ECS Coffee Inc. is committed to establishing, implementing and maintaining a program for training on increasing the awareness of accessibility and removing attitudinal barriers. ECS Coffee Inc. will ensure that all employees and contractors receive training about the provision of its programs and services to persons with disabilities. In addition, every person who participates in developing the policies, procedures and practices governing the provision of programs or services will receive appropriate training.

The training shall include but is not limited to the following:

- Review of the purpose of the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)* and the requirements of the Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR), including information and communications and employment.
- The Human Rights Code as it pertains to persons with disabilities.
- ECS Coffee Inc.'s Accessible Customer Service policies, procedures and practices governing the provision of services to persons with disabilities.

Training will be provided to each person as soon as is practical after he or she is assigned the applicable duties as well as on an ongoing basis as changes occur to ECS Coffee Inc.'s workforce and or policies, procedures and practices governing the provision of services to persons with disabilities. ECS Coffee Inc. will keep detailed records of the training provided for reporting purposes.

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**3.17 Notice of Availability of Documents**

ECS Coffee Inc. will post notice in a conspicuous place and on its website that this policy and any other documents required by Ontario Regulation 191/11 will be made available to anyone upon request.

**3.18 Alternate Formats**

ECS Coffee Inc. is committed to providing accommodation to its customers where appropriate. If ECS Coffee Inc. is requested to provide a copy of a document to a person with a disability, ECS Coffee Inc. will work with the person with the disability to provide the document in an acceptable and appropriate format.

**4. REFERENCES**

*Ontario Human Rights Code*

*Ontarians with Disabilities Act , 2001*

[Accessibility for Ontarians with Disabilities Act \(AODA, 2005\)](#)

[Integrated Accessibility Standards, Ontario Regulation 191/11](#)

[Ministry of Economic Development, Trade and Employment](#)

**5. POLICY CONTACT**

Sinead Madden, Vice President