

Reviewed April 2023

ECS Coffee Inc. Multi-year Accessibility Plan 2020-2025

Intent

The intent of this Accessibility Plan is to fulfill requirements under the Accessibility for Ontarians with Disabilities Act (AODA). We will post this plan on our website; record progress on completion/development; provide this plan in an accessible format, upon request; and review and update this plan at least once every five years. It is our intent to address identified barriers and to develop a plan, outlined below to address the removal and prevention of barriers for persons with disabilities.

Accessibility Requirement	Planned action - Current Policies	Responsibility	Due Date	Results At April 2023
Customer Service Standard				
Establishment of accessibility policies: <ul style="list-style-type: none"> • Instructions on how to interact and communicate with customers with various types of disabilities. • Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person. • Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities. • Instructions on what to do if a customer with a disability is having difficulty accessing your services. • Policies, procedures and practices surrounding the legislation. • Policies publicly available in accessible format upon request. 	AODA Customer Service Policy developed, addressing the requirements. Policy name: Accessible Customer Service.	Accessibility Advisory Committee (can be one designated person)	Jan 1-12	Policy developed and implemented January 1, 2012. and reviewed Sept 2020 April 2023
Training (components included): <ul style="list-style-type: none"> • All employees and volunteers. • All other persons who provide goods, services or facilities on behalf of the organization. • All persons who participate in developing the organization's policies. • Provision of goods and services to persons with disabilities. • The use of assistive devices. • The use of guide dogs, service animals and service dogs. • The use of support persons. • Notice of service disruptions. • Customer feedback. • Training. • Notice of availability and format of documents. 	Included in Customer Service Policy. Train all employees, contractors, volunteers and those participating in policy development.	Accessibility Advisory Committee (can be one designated person)	Customer Service training to staff due Jan 1, 2012	Completed, Oct 20, 2013 Burlington Oct 27, 2013 Milton Nov 3, 2013 Kitchener Instructor-lead training selected Moving processes to online training April 2023

Accessibility Requirement	Planned action - Current Policies	Responsibility	Due Date	Results At April 2023
<i>Integrated Accessibility Standards (IASR) – General Requirements</i>				
Accessibility policies, practices and procedures: <ul style="list-style-type: none"> Policy will address how the company will achieve accessibility through meeting the requirements of the IASR. Must include a statement of organizational commitment to enhancing client access to goods, services and premises, information and communication, and employment. Policy must be publicly available and provided in alternative formats upon request. 	ECS Coffee Inc developed a policy that addresses how it will achieve accessibility. -Post policy on website and indicate available in alternate format if requested		Jan 1, 2014 -Dec 2014	Reviewed April 2023
Multi-year accessibility plan: <ul style="list-style-type: none"> A multi-year accessibility plan will be developed outlining a strategy to prevent and remove barriers and address current and future requirements of the AODA. Included in the plan is to determine the accessibility of ECS Coffee Inc’s information and communications systems. Post the plan in a visible place on the premises and on the corporate website. Provide all information relating to the plan in alternate formats upon request. Review and update the plan at least once every five years. 	ECS Coffee Inc developed a multi-year plan outlining our strategy to prevent and remove barriers. -Memo to all employees developed and distributed.		Jan 1, 2014 Ongoing to reflect AODA implementation on phases -Dec 2014	Reviewed April 2023
<i>IASR - Information & Communication</i>				
Training: <ul style="list-style-type: none"> Accessibility for Ontarians with Disabilities Act, 2005. Accessibility Standards for Integrated Accessibility Standards (IASR). Human Rights code as it pertains to persons with disabilities. Maintain records of the date training is provided and individuals it was provided to. 	Training will be provided to all employees, volunteers, all policy makers and other people who provide goods or service to ECS Coffee Inc.		Jan 1, 2015	Reviewed Sept 2020 April 2023
Feedback: <ul style="list-style-type: none"> Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company’s information and communication systems and/or documents (separate from feedback component in Customer Service). 	ECS Coffee Inc will arrange this process in a timely manner, taking into consideration the disability and will notify the public about the availability of accessible formats. Link is on website for AODA contact.		Jan 1, 2015	Reviewed Sept 2020 April 2023
Accessible websites and web content: <i>*New sites/content*</i> <ul style="list-style-type: none"> Commit and plan to make our new content and website accessible and outline the course of action and timelines we will take to achieve web accessibility. 	Conduct an assessment of ECS Coffee Inc’s website and test for accessibility		Jan 1, 2015 Review current Website	Sept 2020 plans to update website in 2023
Communicating and Providing Information: <ul style="list-style-type: none"> Commit to take a person’s disability into account when communicating or providing information in accessible formats and communication supports. Post a notice on our website and on the premises that information is available in a variety of accessible formats. 	ECS Coffee Inc will assess and review the communication needs of persons with visual, hearing, learning and cognitive disabilities and barriers to communication that exist within ECS Coffee Inc.	Advisory committee to work with IT department and other departments involved in providing information and documents to customers.	Jan 1, 2016	Waiting on tech to be available to accommodate website change as of Sept 2022

Accessibility Requirement	Planned action - Current Policies	Responsibility	Due Date	Results At April 2023
All websites and web content: <ul style="list-style-type: none"> Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0; Commit and plan to make all website information and content accessible and outline the course of actions and timelines we will take to achieve web accessibility. 			Jan 2021	Complete
Educational and Training Resources or Materials: <ul style="list-style-type: none"> Provide educational and training resources or materials in an accessible format that takes into account the accessibility needs of the person with a disability. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities. 			Not applicable	
Training to Educators: <ul style="list-style-type: none"> Provide educators with accessibility awareness training related to accessible program or course delivery and instruction. Includes school boards or educational or training institutions. Records shall be kept to document the dates, attendees and training provided. 			Not applicable	
Accessible print based training resources/ materials: <ul style="list-style-type: none"> Upon request, make accessible or conversion ready versions of textbooks available to the institutions. Upon request, make accessible or conversion ready versions of the printed materials available to the institutions. 			Not applicable	
Accessible digital or multimedia resources/materials: NOTE: may apply to materials we develop for public or staff use.			Not applicable	
IASR Employment Standards				
Recruitment: <ul style="list-style-type: none"> Promote employment opportunities for the designated groups, including persons with disabilities. Notification about available policies and accommodation for applicants with disabilities. Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability, post on the company's website and on job advertisements that accommodation is available for job applicants with disabilities. 	Review current recruitment policies to ensure this is included.		Jan 1, 2016	reviewed Sept 2020 April 2023
Accessible formats and communication supports for employees: <ul style="list-style-type: none"> Information to perform their job. Information that is generally available to employees in the workplace. 	Review current recruitment policies to ensure this is included.		Jan 2016	Reviewed Sept 2020, April 2023

Accessibility Requirement	Planned action - Current Policies	Responsibility	Due Date	Results At April 2023
<p>Documented Individual Accommodation Plans:</p> <ul style="list-style-type: none"> • Develop a written process for developing individual accommodation plans for employees with disabilities. • Employees requesting individual accommodation plans may participate in the development of the plan. • Means by which the employee is assessed on an individual basis. • The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved. • The manner in which the employee can request participation of a bargaining agent representative in the development of the plan. • Privacy protection of the employee's personal information. • Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done. • If a plan is denied, the manner in which the reasons for the denial will be provided to the employee. • Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability. 			Jan 2016	Complete
<p>Return to Work Process:</p> <ul style="list-style-type: none"> • Develop and have in place a return to work process. • Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. • Use documented individual accommodation plans. 	Reference: Health and Safety Manual – Policy 14 – Return to Work		Jan 1, 2016	Complete
<p>Performance Management, Career Development, Advancement and Redeployment</p> <ul style="list-style-type: none"> • Take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development, advancement and redeployment. 			Jan 1, 2016	Complete
<p>Informing employees of supports:</p> <ul style="list-style-type: none"> • Inform all employees of policies used to support employees with disabilities. • Provide new employees the information. • Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. 			Jan 2017 – all employment information	Complete
File Accessibility Report			Dec 31, 2017	Done
Redeployment				
Transportation Standards* - NOT APPLICABLE				

Specialized Transportation Service Providers NOT APPLICABLE

Other Transportation Services NOT APPLICABLE

Duties of Municipalities and Taxicabs NOT APPLICABLE

Built Environment

ECS Coffee Inc will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.

Additional GENERAL requirements not reflected elsewhere in Accessibility plan

Notes

- OBLIGATION TO COMMUNICATE PUBLICLY i.e. place policy and plan on Website
- Customer Service Standards: ECS Coffee Inc is >20
- Integrated Accessibility Requirements (IASR): ECS Coffee Inc is an organization with less than 50 employees
- Website is 100% accessible

The screenshot displays a Lighthouse Accessibility report with a score of 100. The report is titled "Accessibility" and includes a sub-header "These checks highlight opportunities to [improve the accessibility of your web app](#). Only a subset of accessibility issues can be automatically detected so manual testing is also encouraged." Below this, there are four sections: "ADDITIONAL ITEMS TO MANUALLY CHECK (10)", "PASSED AUDITS (25)", and "NOT APPLICABLE (19)". Each section has a "Show" link. At the bottom, there is a footer that reads "Generated by Lighthouse 10.0.1 | [File an Issue](#)".

100

Accessibility

These checks highlight opportunities to [improve the accessibility of your web app](#). Only a subset of accessibility issues can be automatically detected so manual testing is also encouraged.

ADDITIONAL ITEMS TO MANUALLY CHECK (10) [Show](#)

These items address areas which an automated testing tool cannot cover. Learn more in our guide on [conducting an accessibility review](#).

PASSED AUDITS (25) [Show](#)

NOT APPLICABLE (19) [Show](#)

Captured at Apr 21, 2023, 12:15 PM EDT
Initial page load

Emulated Moto G Power with Lighthouse 10.0.1
Slow 4G throttling

Single page load
Using Chromium 112.0.0.0 with devtools

Generated by Lighthouse 10.0.1 | [File an Issue](#)