

ECS Coffee Inc.

Multi-year Accessibility Plan 2013-2018

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 Dec 2013
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.
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

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<p>Feedback Process:</p> <ul style="list-style-type: none"> Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. Notification to the public about the availability of accessible formats and communication supports is required. 	<p>-Reference: Accessible Customer Service Policy - 3.09 -Link is on website for AODA contact</p>		<p>Jan 1, 2012 process developed</p>	<p>Completed by Jan 2012</p>
<p>Accessible Formats and Communication Support:</p> <ul style="list-style-type: none"> Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> In a timely manner that takes into account the person's accessibility needs; At a cost that is no more than the regular cost charged to other persons. The organization will consult with the person making the request to determine the suitability of an accessible format or communication support. 	<p>-Reference: Accessible Customer Service Policy – 3.11</p>		<p>Jan 1, 2012</p>	<p>Completed by Jan 1, 2012</p>
<p>File accessibility report with Ministry of Community and Social Services</p>	<p>Confirmation from Ministry received for filing</p>		<p>Dec 31, 2012</p>	<p>Report submitted Aug 14, 2013</p>
<i>IASR Employment Standards</i>				
<p>Workplace Emergency response information:</p> <ul style="list-style-type: none"> ECS Coffee Inc will provide individualized workplace emergency response information to employees who have disclosed a disability. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee. Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies. Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency. 	<p>No employee has disclosed a disability. -Reference Integrated Accessibility Standards policy 3.12, 3.13, 3.14 -Memo developed to all employees informing them of the AODA updates. -To be discussed at health and safety meeting to make aware of procedure -add to fire/emergency evacuation policy if an employee discloses a disability</p>		<p>Jan 1, 2012 -Dec 2014 -</p>	<p>ECS Coffee Inc will meet standards when an employee discloses a disability</p>
<i>IASR Information and Communication</i>				
<p>Workplace Emergency response information:</p> <ul style="list-style-type: none"> ECS Coffee Inc will provide emergency procedures, response plans and any public safety information available to the public and provide this information in alternative formats (ie. large print) when requested. 	<p>ECS Coffee Inc will update our emergency procedures to ensure they can be followed by persons with disabilities.</p>		<p>Jan 1, 2012 Review existing processes</p>	

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<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	
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	
<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	
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	
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	
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	

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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	
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	
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	

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<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	
<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	
<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	
<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	
File Accessibility Report			Dec 31, 2017	
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

This standard is not yet law but ECS Coffee Inc is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force, 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 a large private sector organization with more than 50 employees