

# Ontario Cannabis Store (OCS)

## Multi-Year Accessibility Plan

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### Overview

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In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. It is the goal of the Ontario government to make Ontario accessible by 2025. The *Integrated Accessibility Standards Regulation (IASR)* under the AODA requires that OCS establish, implement, maintain and document a multi-year accessibility plan which outlines our strategy to prevent and remove barriers for people with disabilities and to meet the requirements under the IASR.

The following IASR are applicable to the OCS:

1. Customer Service
2. Information and Communication
3. Employment
4. Design of Public Spaces

This multi-year plan outlines our strategy at the OCS to prevent and remove barriers to address the current and future requirements of the AODA.

As set out in the IASR, the OCS will:

- Establish, review and update this plan in consultation with people with disabilities;
- Post this plan on our website ([www.ocs.ca](http://www.ocs.ca));
- Report as required (on our websites ([OCS.ca](http://OCS.ca) and [HelloOCS.com](http://HelloOCS.com)) on our progress towards meeting the implementation goals of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

### Our commitment to accessibility

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At OCS, we are committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

## 1. Customer Service

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### **Our commitment:**

We are committed to delivering an accessible, welcoming and inclusive customer experience. We provide our goods and services in a way that respects the dignity and independence of people with disabilities. This commitment will be integrated wherever possible and will ensure that people with disabilities will benefit from the same services, in the same place, and in a similar way, as other customers.

### **Action we've taken:**

- OCS locations welcome people with disabilities who are accompanied by a service animal or support person.
- People with disabilities may use their personal assistive devices when accessing goods and/or services and our facilities.

**Required by:** January 1, 2010

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Emergency procedure, plans or public safety information

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### **Our commitment:**

We are committed to ensuring that our premises are safe and respect the dignity and independence of people with disabilities.

### **Action we've taken:**

- Emergency procedures, plans and public safety information that are prepared by the OCS and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will promptly notify customers. The notice will be in a conspicuous location on our premises and on our website and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

**Required by:** January 1, 2012

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Workplace emergency response information

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### **Our commitment:**

Where we are aware that an employee has a disability and there is a need for accommodation, we provide individualized workplace emergency response information and plans.

### **Action we've taken:**

- We have developed individualized workplace emergency response information and plans for employees with disabilities, as required.
- When an employee discloses a disability and their need for assistance in the event of an emergency, an Employee Emergency Information Worksheet is completed. The form outlines the

procedure to be followed and any designated support persons who will assist the employee in the evacuation.

- The emergency response plan is shared with the fire warden(s), support persons and the employee's manager, and is updated every six months thereafter.
- We review and assess general workplace emergency response procedures and individualized emergency response plans to ensure information is up to date and accessibility issues are addressed.

**Required legislative compliance:** January 1, 2012

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Procuring or acquiring goods, services or facilities

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### **Our commitment:**

We are committed to incorporating accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

### **Action we've taken:**

- We have set out accessibility requirements as part of our request for proposal process when acquiring goods and services from third-party organizations.
- If we determine that it is not practicable to incorporate accessibility criteria in the procurement process, we will provide an explanation upon request.
- We provide educational awareness and tools to internal stakeholders and communication to external stakeholders, informing on changes to procurement procedures and purchasing criteria.

**Required by:** January 1, 2013

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Training

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### **Our commitment:**

To ensure we are providing the best possible experience for customers with disabilities, we are committed to training all OCS employees and all other individuals who provide goods, services or facilities on our behalf, on the IASR set out in the AODA and the Ontario Human Rights Code.

### **Action we've taken:**

- Our e-module training course on the IASR for customer service includes information about how to interact with and serve customers with disabilities, the use of support persons and service animals, and the Ontario Human Rights Code.
- All current and future OCS employees and all other individuals who provide goods, services or facilities on our behalf, are required to complete the training course.
- We keep a record of all participants who have completed the training course.
- Customer service agents within our contact centre are trained on our procedures to accept feedback about accessibility at OCS, support with accessibility needs in accessing our goods and services, and fulfill any requests for alternate materials.

- When any changes to our accessibility policies or practices are made, we will communicate these changes to our employees and all other individuals who provide goods, services or facilities on our behalf.

**Required by:** January 1, 2014

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## 2. Information and Communication

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### **Our commitment:**

We take initiative to communicate with individuals with disabilities in ways that account for their disability while remaining accommodating and respectful. We are committed to ensuring that our information and communication systems are designed to be accessible and we provide alternate communication methods and materials for people with disabilities.

While we strive to provide an accessible experience wherever possible, there are exceptions under the Information and Communication Standard that do not apply to:

- Products and product labels;
- Unconvertible information or communications; and
- Information that the OCS does not control either directly or indirectly through a contractual relationship.

## Feedback, accessible formats and communication supports

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### **Action we've taken:**

- We welcome feedback from people with disabilities about accessibility at the OCS.
- On the accessibility page of our websites (OCS.ca and HelloOCS.com) we list the ways people with disabilities can provide feedback to us, and include web form, telephone, relay service and TTY, and by mail.
- Depending on the method, we will provide a confirmation message to the individual within one business day, and a follow-up communication to update the individual of any steps to be taken, within five business days.
- We review all feedback received and consider possible action and reasonable accommodation to be taken to improve our services.
- If requested, we will provide accessible formats and communication supports in the feedback process.
- We provide alternate formats to our information and communication materials upon request. We recognize that people with disabilities may use methods other than standard print to access information, so we offer alternate formats such as large text, accessible PDF and Braille.
- When an alternate format is requested, we work with the individual to determine the best format that meets their needs, and we fulfill the request within ten business days.
- For customers who are culturally Deaf, oral deaf, deafened, hard of hearing, or speech impaired, the \*711 relay service and our toll-free TTY number offer an accessible way to communicate with our customer service team

**Required by:** January 1, 2014 – Feedback, January 1, 2015 – Accessible Formats & Communication Supports (or other applicable compliance date as set out in the IASR)

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Accessible websites and web content

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### **Our commitment:**

We are committed to making our websites (OCS.ca and HelloOCS.com) accessible by conforming to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 and usable with assistive technology.

### **Action we've taken:**

- We have designed our websites to be Level A WCAG 2.0 compliant and accessible with assistive technology.
- We have designed our corporate intranet website to be Level A WCAG 2.0 compliant.
- We conduct accessibility-specific user testing of our websites to ensure we are meeting Level A compliance criteria.
- When procuring software and web-based applications for our websites, we ensure that these applications are compliant with the IASR.
- We ensure all downloadable materials on our websites are readily available in an accessible PDF format, and we provide alternate formats upon request.
- We welcome feedback about the accessibility and user experience of our websites, and actively work to resolve any identified barriers to accessibility in accessing our information, goods or services.

### **Our future action plans:**

- We will continue to enhance the accessibility of our websites to meet the IASR Level AA deadline of January 1, 2021.
- We will continue to ensure that any new materials, such as PDFs, and multi-media posted on our websites are accessible and include accessibility features such as described video and subtitles.
- We will follow the Accessibility Directorate of Ontario guidelines and Province of Ontario I&IT solutions that support Private Sector and Broader Public Sector organizations in compliance initiatives.
- We will continue to raise awareness within OCS about accessibility of our information and communication methods and channels.

**Required by:** January 1, 2014 – WCAG 2.0 Level A – new Internet websites and web content, January 1, 2021 – WCAG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IASR

**Implementation timeframe:** December 2017 to October 2018 (Level A), October 2018 to January 1, 2021 (Level AA)

**Status:** Complete

## 3. Employment

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### **Our commitment:**

We are committed to providing an accessible, equitable and inclusive candidate and employee experience. We are an equal opportunity employer and provide reasonable accommodation throughout the recruitment process and in employment. We encourage candidates and employees to identify and discuss accommodation requirements so we can work with them to meet their needs.

## Recruitment

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### Action we've taken:

- We ensure that our recruitment practices are fair and reach a broad and diverse talent pool that includes people with disabilities.
- At every stage in the recruitment process, including on our website, job postings and in the script our recruiters use to schedule candidate interviews, we notify applicants that accommodation is available upon request.
- If a request for accommodation is made, we work with the candidate to meet their accommodation needs.
- We ensure that any third-party vendor who provides recruitment services on our behalf, is compliant with the IASR of the AODA.
- We ensure that our job descriptions are written to include the functional requirements of the job and outline the knowledge, skills, abilities and other requirements necessary to the duties of the job.
- We review and as needed, modify our recruitment policies and practices to remove any potential barriers to accessibility.
- When an offer of employment is made, we include with the offer letter notification of our workplace accommodation policy, and we encourage employees to identify any potential accommodation they may require on their first day of work and beyond.

**Required by:** January 1, 2014

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Informing employees of supports

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### Action we've taken:

- We inform all new and current employees about our workplace accommodation policy and process on how to request an accommodation.
- We ensure that our people managers are knowledgeable about the duty to accommodate, our workplace accommodation policy, and how to support employees with their accommodation needs.
- If any changes are made to our accommodation policy or process, we notify all employees about these changes.

**Required by:** January 1, 2014

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Individual accommodation plans and return-to-work process

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### Action we've taken:

- When a request for accommodation is made by an employee, we work with them and their health care provider to understand their needs. In some circumstances we will engage the support of a third-party Occupational Therapist to conduct a workplace accommodation assessment in collaboration with the employee. We recognize that by engaging the expertise of an Occupational

Therapist external to our organization the employee can have a candid and private conversation about their disability and needs. The Occupational Therapist assesses the employee's needs as they relate to the functional requirements of the job and provides a report with recommendations. A member of our HR team reviews the recommendations to ensure a reasonable accommodation plan can be put in place.

- If accommodations recommended in the assessment report are determined to not meet the functional requirements of the job, we will communicate this to the employee and discuss alternate solutions.
- We keep a documented workplace accommodation plan for each employee who requires an accommodation, and we review this plan on an ongoing basis.
- Our return to work policy outlines the steps we will take to accommodate employees with disabilities in the return to work process, which includes a workplace accommodation assessment.

**Required by:** January 1, 2014

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## Performance management, career development and redeployment

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### Action we've taken:

- We take into account the accommodation needs of employees with disabilities as outlined in their documented accommodation plan, when assessing performance, providing career development and advancement, and in redeployment.

**Required by:** January 1, 2014

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete

## 4. Design of Public Spaces

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### Our commitment:

We are committed to ensuring that our public spaces are designed to be accessible and provide barrier-free access for people with disabilities. We incorporate accessibility criteria in the design and procurement of our goods, services and facilities.

### Action we've taken:

- When we undergo any new construction or significant renovations to our existing premises, we ensure that our designs incorporate accessibility criteria set out in the building code and the IASR of the AODA.

**Required by:** January 1, 2016

**Implementation timeframe:** December 2017 to October 2018

**Status:** Complete