



AODA Multi-Year Accessibility Plan

Updated August 2017

Customer Service

Accessibility Requirement	Action Plan	Compliance Deadline	Responsibility	Status
<ol style="list-style-type: none"> 1. Develop Customer Service accessibility policy. 2. Train employees on accessible customer service. 3. Develop and make public a process for receiving and responding to feedback from customers with disabilities. 	<ul style="list-style-type: none"> • <i>Policy, Practices and Procedures for Customer Service Standards of the AODA</i> was prepared for The Big Carrot (TBC) by consultants from Accessibility Professionals of Ontario (APO) • Document includes feedback form for customers • Employees trained on accessible customer service with in-person and/or written format trainings 	January 1, 2012	Human Resources	Completed/ Ongoing

Part 1 - General Requirements

Accessibility Requirement	Action Plan	Compliance Deadline	Responsibility	Status
<p><i>Accessibility Policies</i></p> <ol style="list-style-type: none"> 1. Create and make a public statement of commitment 2. Accessibility policy is revised and posted. 	<ul style="list-style-type: none"> • Commitment statement and policies are posted on the Accessibility section of TBC website 	January 1, 2014	Human Resources	Completed
<p><i>Multi-Year Accessibility Plan</i></p> <ol style="list-style-type: none"> 1. Create and make public a multi-year 	<ul style="list-style-type: none"> • Multi-Year Accessibility Plan available as PDF and posted on 	January 1, 2014	Human Resources	Completed / Ongoing

<p>accessibility plan.</p> <ol style="list-style-type: none"> 2. Provide the plan in accessible formats upon request. 3. Review the plan every five (5) years. 	<p>website</p> <ul style="list-style-type: none"> ● Reviewed Feb 2017 to include new Design of Public Spaces requirements and taking into account future TBC locations 			
<p><i>Training</i></p> <ul style="list-style-type: none"> ● Train all employees, on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities). 	<ul style="list-style-type: none"> ● Included as part of the AODA Customer Service training 	January 1, 2015	Human Resources	Completed/ Ongoing

Part 2 - Information and Communication Standards

Accessibility Requirement	Action Plan	Compliance Deadline	Responsibility	Status
<p><i>Accessible Websites and Web Content</i></p> <ul style="list-style-type: none"> ● Ensure websites and web content to conform to WCAG 2.0 Level A/AA 	<ul style="list-style-type: none"> ● Website conforms to WCAG 2.0 ● Scan of TBC website scheduled for March 2017 to determine upgrades that are required 	January 1, 2014 - January 1, 2021	Marketing Department	In progress
<p><i>Feedback Processes</i></p> <ul style="list-style-type: none"> ● Upon request, be able to receive and respond to feedback from clients, individuals inquiring about The Big Carrot, our employees and members of the public who have a disability. 	<ul style="list-style-type: none"> ● Feedback for customers posted with AODA Customer Service Policy on company website ● Updated Accommodation Policy in HR policies 	January 1, 2015	Human Resources, Info Desk, Department Managers, Marketing	Ongoing
<p><i>Accessible Formats and Communication Supports</i></p> <ol style="list-style-type: none"> 1. Upon request, provide accessible formats and communication supports to individuals with disabilities. 2. Notify the public of the availability of 	<ul style="list-style-type: none"> ● Communication can be provided upon request via: <ul style="list-style-type: none"> ○ E-mail ○ Paper copy ○ Telephone ○ In-person 	January 1, 2016	Human Resources, Info Desk, Department Managers, Marketing	Ongoing

<p>accessible formats and communication supports.</p> <p>3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.</p>	<ul style="list-style-type: none"> • Consultations with clients are done when the modes of communication we currently use are not available or a suitable format for that individual 			
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Part 3 - Employment Standards

Accessibility Requirement	Action Plan	Compliance Deadline	Responsibility	Status
<p><i>Workplace Emergency Response Information</i></p> <ol style="list-style-type: none"> 1. Create and implement individualized plans to assist employees with disabilities during an emergency. 2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague. 3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan. 4. Review the individualized plan/information: <ol style="list-style-type: none"> a. When the employee moves to a different department or store 	<ul style="list-style-type: none"> • Individualized accommodation plans are created with employee's consent • Includes workplace emergency response plan if needed, including person's responsible for assisting the employee if it is required by the employee • Plan provided in writing (paper copy or electronically) with an in-person meeting • Plan reviewed as needed or when a change in the plan is requested. 	<p>January 1, 2012</p>	<p>Human Resources, Department / Store Managers</p>	<p>Ongoing (based on employee needs)</p>

<p>location;</p> <p>b. When the employee's overall accommodation needs and plan are reviewed; and</p> <p>c. When the company reviews its general emergency response policies.</p>				
<p><i>Recruitment, Assessment and Selection</i></p> <ol style="list-style-type: none"> 1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes. 2. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by The Big Carrot 3. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs. 4. Notify successful applicants of the company's policies for accommodating employees with disabilities. 	<ul style="list-style-type: none"> ● Add accessibility accommodation statement on job posting and directly on the "Work With Us" section of TBC website. ● Inform applicants (written or verbal) about the ability to accommodate disabilities. ● Incorporate accessibility questions when scheduling interviews and again at beginning of interviews. 	<p>January 1, 2016</p>	<p>Human Resources, Department Managers, Marketing Department</p>	<p>Ongoing</p>
<p><i>Informing Employees of Support</i></p> <ol style="list-style-type: none"> 1. Communicate the company's policy on accommodating employees with disabilities to all staff members. 2. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities. 	<ul style="list-style-type: none"> ● Accommodation Policy is part of the HR policies and available in paper and digital copy for all staff ● Accommodation details are included in the employment offer letter for all new hires or contracts 	<p>January 1, 2016</p>	<p>Human Resources</p>	<p>Ongoing</p>

<p><i>Accessible Formats and Communication Supports for Employees</i></p> <ol style="list-style-type: none"> 1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: <ol style="list-style-type: none"> a. Information that is needed in order to perform the employee's job; and b. Information that is generally available to employees in the workplace. 2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support. 	<ul style="list-style-type: none"> ● Individualized accommodation plans are created based on request ● If suitable, and with employee's consent, medical documentation or a completed functional capacity assessment form (FCAF) are used to determine what type of accommodation is required. ● Accommodation plans can be provided in writing (paper copy and/ore digital copy) as well as via in-person meeting 	January 1, 2016	Human Resources	Ongoing
<p><i>Documented Individual Accommodation Plans</i></p> <ul style="list-style-type: none"> ● Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. 	<ul style="list-style-type: none"> ● Plan for developing individual accommodation plans included in our AODA Employer Toolkit 2015 	January 1, 2016	Human Resources, Department Manager	Ongoing
<p><i>Return to Work Process</i></p> <ul style="list-style-type: none"> ● Develop and have in place a return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. 	<ul style="list-style-type: none"> ● Return to work process detailed in our AODA Employer Toolkit 2015 and most recent Health & Safety Manual developed by WSPS 	January 1, 2016	Human Resources, Department Manager	Ongoing
<p><i>Performance Management, Career Development, and Job Changes</i></p> <ul style="list-style-type: none"> ● Ensure the organization's performance management and career development 	<ul style="list-style-type: none"> ● Accommodations and accessibility needs are implemented upon request, if there are changes to job duties or job positions 	January 1, 2016	Human Resources, Department Managers	Ongoing

<p>opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</p> <ul style="list-style-type: none"> • Incorporate review of accommodation plans in performance evaluation for applicable staff. 	<ul style="list-style-type: none"> • Accommodation is taken into account during individual performance management (yearly employee evaluations) • Accommodation plans are reviewed yearly at the very least. Reviewed more frequently at employee's request of if job duties/positions changes. 			
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Design of Public Spaces Standards

Accessibility Requirement	Action Plan (Built Environment Accessibility Report for Danforth Location created March 2015 by Accessibility Professionals of Ontario)	Compliance Deadline	Responsibility	Status
<p><i>Outdoor Public Use Eating Areas</i></p> <ul style="list-style-type: none"> • Applies to any newly built, or updated, outdoor eating area • Includes requirements for routes of travel, table types, ground surfaces, clearance heights 	<ul style="list-style-type: none"> • To be implemented in any future updated outdoor public eating area at the Danforth location (through the Carrot Common Property Management) • To be implemented at the Southwood location (October 2017) 	January 1 2017	Project Manager, Store Manager, Carrot Common Property Management	In progress
<p><i>Exterior Paths of Travel</i></p> <ul style="list-style-type: none"> • Applies to any new or redeveloped exterior pathways • Must meet width, clearance, surface, and slope requirements • Must meet standards for curbs, stairs, and resting areas 	<ul style="list-style-type: none"> • To be implemented in any future updated exterior paths of travel at the Danforth location (through the Carrot Common Property Management) • To be implemented at the Southwood location (October 2017) 	January 1 2017	Project Manager, Store Manager, Carr ot Common Property Management	In progress

<p><i>Accessible Parking</i></p> <ul style="list-style-type: none"> • Applies to parking facilities that are newly built or undergoing significant changes. • Applies to any off-street parking facilities open to the public or employees • Must meet minimum requirements for number and types of parking spaces, access aisles, and signage 	<ul style="list-style-type: none"> • To be implemented in any future updated accessible parking at the Danforth location (through the Carrot Common Property Management) • To be implemented at the Southwood location (October 2017) 	January 1 2017	Project Manager, Store Manager, Carrot Common Property Management	In progress
<p><i>Obtaining Services</i></p> <ul style="list-style-type: none"> • Applies to any newly built or updated service counters, fixed queuing guides, and waiting/reception areas 	<ul style="list-style-type: none"> • To be implemented in any future updated structures or areas for obtaining services at the Danforth location • To be implemented at the Southwood location (October 2017) 	January 1 2017	Project Manager, Store Manager	In progress
<p><i>Maintenance</i></p> <ul style="list-style-type: none"> • Develop and implement procedures for ensuring for preventative and emergency maintenance of the accessible elements in public spaces • Develop and implement procedures for communication about temporary disruptions in service and accommodation during those disruptions. 	<ul style="list-style-type: none"> • See attached document: <i>AODA - Maintenance of Accessible Elements in Public Spaces.</i> 	January 1 2017	Human Resources, Store Manager, Marketing, Carrot Common Property Management	In progress