

Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Accessibility Plan

This multi-year plan was developed in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and its regulations and standards. The standards include Customer Service and Integrated Accessibility Standards Regulations (IASR). The accessibility standards currently applicable to the Company are Customer Service, Information and Communications, Employment, and the Design of Public Spaces.

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE STANDARD			
The Accessibility Standards for Customer Service, Ontario Regulation 429/07 was established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.			
Quality Cheese Inc. ('the Company') recognizes the importance of the principles of integration, equal opportunity, dignity and independence of people with disabilities. The Accessible Customer Service Plan applies to employees, volunteers, contractors and others who deal with the public or other third parties who provide goods and services to customers on behalf of the Company, as well as those who are involved in the development of policies, procedures and practices pertaining to the provision of goods and services to customers.			
Action	Compliance/Due Date	Responsibility	Implementation Status
Develop Customer Service Accessibility Plan.	September 2013	HR/Administration Team	Complete
Review and update as required.	Ongoing	HR/Administration Team	Ongoing; Updated Plan effective July 2016
Provide training on customer service to all employees, volunteers, contractors and others who deal with the public or other third parties who provide goods and services to customers on behalf of the Company, as well as those who are involved in the development of policies, procedures and practices pertaining to the provision of goods and services to customers. (Note: 'Serve-Ability: Transforming Ontario's Customer Service' - Ontario Government on-line training module tool was used by the Company). Ensure that all new employees will undertake training as part of their orientation.	September 2013	HR/Administration Team	Complete; Ongoing for new employees; the Ontario Government's-training module is used for training purposes
Maintain and keep a log of the training, including who was trained, on what and when.	September 2013; Ongoing for new employees	HR/Administration Team	Complete; Ongoing for new employees
Welcome feedback, and providing contact information on our website to facilitate feedback processes.	September 2013	HR/Administration Team	Complete
Provide customers and employees with options to provide feedback on the accessibility of the Company's customer services, via telephone, in-person, email or by completing the Company's Accessibilities Feedback form. The Company will ensure that its feedback process is accessible by providing or arranging for accessible formats and communication supports, upon request and to the extent practicable. Identify a process to ensure that all feedback collected is reviewed and ensure appropriate and necessary actions are taken.	September 2013	HR/Administration Team	Complete; Updated effective July 2016
Ensure a person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, the Company may require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, the Company will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises. Fees will not be charged for support persons.	September 2013	HR/Administration Team	Complete; Updated effective July 2016

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Ensure people with disabilities with assistive devices will be welcome on the Company's premises open to customers, including but not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards.	September 2013	HR/Administration Team	Complete
Ensure people with disabilities who require the use of a service animal are permitted to access all areas of our premises open to the public, except where otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, we will work with people with disabilities to find ways to provide an alternative method of obtaining, using or benefitting from our goods and services. If we cannot easily identify that the animal is a service animal, we will ask people with disabilities to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.	September 2013	HR/Administration Team	Complete; Updated effective July 2016
Ensure that accessible invoices are provided to all our customers.	September 2013	HR/Administration/ Accounting Team	Complete
Ensure a copy of the Accessible Customer Service Plan is posted on the Company's website (www.qualitycheese.com), under the 'Contact' section and posted on the Company's internal bulletin board. Ensure a person with disabilities who requests a copy of this Plan will be provided it in a format that takes into account their disability.	September 2013	HR/Administration/ IT Team	Complete
Ensure that in the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Company will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.	September 2013	HR/Administration/ IT Team	Complete
Ensure on-line compliance reporting.	December 31, 2013; December 31, 2014; December 31, 2017; June 30, 2021; December 31, 2023	HR/Administration Team	Complete; Complete; Complete; Complete; Complete;

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INTEGRATED ACCESSIBILITY STANDARD REQUIREMENT (IASR)			
<p>The Integrated Accessibility Standards, Ontario Regulation 191/11 (the “Integrated Accessibility Standard”) establishes particular accessibility standards for information and communications, employment, transportation and the design of public spaces. The Transportation standard does not apply to the Company.</p>			
<p>Quality Cheese Inc. (‘the Company’) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by identifying, and to the extent possible, preventing and removing barriers to accessibility and meeting accessibility standards under the Accessibility for Ontarians with Disabilities Act (AODA).</p>			
Action	Compliance/Due Date	Responsibility	Implementation Status
Part I – General			
a. Develop and Maintain Accessibility Policies			
Develop and implement Integrated Accessibility Standard Policy.	January 1, 2014		Complete
Post Integrated Accessibility Standard Policy on the Company’s website (www.qualitycheese.com), under the ‘Contact’ section and provide in an accessible format, upon request and to the extent practicable.	January 1, 2014	HR/Administration/ IT Team	Complete
Review and update as required.	Ongoing	HR/Administration Team	Ongoing
b. Develop and maintain a Multi-Year Accessibility Plan			
Develop a Multi-Year Accessibility Plan.	January 1, 2014	HR/Administration Team	Complete
Post Multi-Year Accessibility Plan on the Company’s website (www.qualitycheese.com), under the ‘Contact’ section and provide in an accessible format, upon request and to the extent practicable.	January 1, 2014	HR/Administration Team	Complete
Review and update the Plan at least once every five years.	January 1, 2019	HR/Administration Team	January 1, 2024
c. Training			
Provide training on the IASR and Ontario Human Rights Code as it pertains to persons with disabilities to all current employees and third parties who provide goods and services on behalf of the Company, as well as those who are involved in the development of policies, procedures and practices pertaining to this regulation. (Note: ‘Working Together - Ontario Human Rights Code and Accessibility Ontarians Disabilities Act’ - Ontario Human Rights Code on-line training module tool was used by the Company). A copy of the Company’s Integrated Accessibility Standard Policy will be provided to all current employees and third parties who provide goods and services on behalf of the Company, as well as those who are involved in the development of policies, procedures and practices pertaining to this regulation.	January 1, 2015 and Ongoing	HR/Administration Team	Complete
Provide training in a way that best suits the duties of employees and third parties who provide goods and services on the Company’s behalf.	January 1, 2015; Ongoing	HR/Administration Team	Complete; Ongoing
Maintain and keep a log of the training, including who was trained, on what and when.	January 1, 2015; Ongoing	HR/Administration Team	Complete; Ongoing for new employees

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Ensure that all new employees will undertake training as part of their orientation.	January 1, 2015; Ongoing	HR/Administration Team	Complete; Ongoing
Ensure that ongoing communication or training is provided when changes to policies, procedures and practices occur.	January 1, 2015; Ongoing	HR/Administration Team	Complete; Ongoing
Part II – Information and Communications Standards			
a. Feedback processes			
Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing customers and employees with feedback options via telephone, in-person, email or by completing the Accessibilities Feedback form.	January 1, 2015	HR/Administration Team	Complete
b. Accessible formats and communication supports			
Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.	January 1, 2016	HR/Administration Team	Complete; Ongoing
Consult with people with disabilities to determine their information and communication needs.	January 1, 2016	HR/Administration Team	Complete; Ongoing
Incorporate language into the Integrated Accessibility Standard Policy stating that when providing information to, or communicating with, a person with a disability, the Company will provide, upon request and to the extent practicable, the information and communication in an accessible format or with communication support at a cost no more than regular cost charged to other persons.	January 1, 2016	HR/Administration Team	Complete
c. Emergency procedures, plans or public safety information			
Incorporate language into the Integrated Accessibility Standard Policy stating that the Company will provide emergency procedures, plans or safety information, that is publicly available, in an accessible format or with appropriate communication supports upon request and to the extent practicable. The Company will strive to enable persons with disabilities to be prepared in case of emergency situations.	January 1, 2013	HR/Administration Team	Complete
d. Accessible websites and web content			
<p>Ensure new or substantially refreshed Company website and web content will conform to Level A of the Worldwide Web Consortium’s Web Content Accessibility Guidelines (WCAG 2.0).*</p> <p>Ensure that all of its websites comply with WCAG 2.0 Level AA.*</p> <p><i>*to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).</i></p>	<p>Beginning January 1, 2014 & Ongoing</p> <p>Beginning January 1, 2014 & Ongoing</p>	<p>Web Development Team (External); Marketing; HR</p>	<p>Ongoing</p>

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Ensure external web developers have necessary expertise to make the Company's website more accessible.	Ongoing	Web Development Team (External); Marketing; HR	Ongoing
Engage an external website development firm to review the contents of the Company's website and ensure conformity with WCAG 2.0, Level A and continued conformity with WCAG 2.0, Level AA.	Ongoing	Web Development Team (External); Marketing; HR	Ongoing
Part III – Employment			
a. Recruitment, Assessment, Selection	January 1, 2016 & Ongoing		
Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes;	January 1, 2016	HR/Administration Team	Complete
Specify that accommodation is available for applicants with disabilities on the website and on job postings.	January 1, 2016	HR/Administration Team	Complete
Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation.	January 1, 2016	HR/Administration Team	Complete
If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.	January 1, 2016	HR/Administration Team	Complete
Ensure that the offer letter contains a statement advising an employee with a disability of their entitlement to an individualized emergency plan and the process to follow when required. The offer letter also advises the employee with a disability to contact the Manager, Administrative Services if they require medical accommodation.	January 1, 2016	HR/Administration Team	Complete
b. Informing employees of supports	January 1, 2016		
Inform current employees and new employees as soon as practical after they begin employment of policies supporting employees with disabilities.	January 1, 2016	HR/Administration Team	Complete; Ongoing
Keep employees up-to-date on changes to policies and procedures relating to accommodation.	January 1, 2016	HR/Administration Team	Complete; Ongoing
c. Accessible formats and communication supports for employees	January 1, 2016		
When requested by an employee with a disability, the Company will consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job.	January 1, 2016	HR/Administration Team	Complete; Ongoing
d. Workplace Emergency Response Information	January 1, 2016 & Ongoing		
Communicate to all employees regarding Workplace Emergency Response plans by including the following language in the Company's Fire and Safety Plan and Offer Letter templates: <u>Employees, who have a disability and require assistance during a workplace emergency evacuation, should contact our Manager, Administrative Services so that an individualized workplace emergency plan can be addressed.</u>	November 2013	HR/Administration Team	Complete

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Provide employees with disabilities with individualized emergency response information when necessary.	January 1, 2016	HR/Administration Team	Complete; Ongoing
Identify employees with disabilities requiring individual emergency plans.	January 1, 2016	HR/Administration Team	Complete; Ongoing
Develop individualized workplace emergency response information procedures for employees with disabilities, at their request.	January 1, 2016	HR/Administration Team	Complete; Ongoing
Where required, provide assistance to specific disabled individuals, with the disabled individual's prior consent, to help them evacuate the workplace in the case of an emergency or disaster.	January 1, 2016	HR/Administration Team	Complete; Ongoing
On an ongoing and regular basis, review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.	January 1, 2016	HR/Administration Team/H&S Committee	Complete; Ongoing
Communicate individualized emergency plans to the individuals' respective managers and Health and Safety Committee members on an as needed basis.	January 1, 2016	HR/Administration Team/H&S Committee	Complete; Ongoing
Review individualized emergency plans to ensure that they continue to be applicable in cases pertaining to changes in the disability, and employees joining and leaving the Company.	January 1, 2016	HR/Administration Team	Complete; Ongoing
e. Documented individual accommodation plans / Return to work Process	January 1, 2016		
Review, update and/or create policies and practices to ensure compliance with the provisions of the IASR.	January 1, 2016	HR/Administration Team	Complete
Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities.	January 1, 2016	HR/Administration Team	Complete
f. Performance management, career development, advancement and redeployment	January 1, 2016		
Review and update existing policies and practices to ensure that the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, are taken into account as part of performance management processes, when assessing performance, providing career development & advancement opportunities and considering redeployment.	January 1, 2016	HR/Administration Team	Complete
Ensure Management training addresses the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans when assessing performance, providing career development & advancement opportunities and considering redeployment.	January 1, 2016	HR/Administration Team	Ongoing

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Ensure Management training addresses the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans when assessing performance, providing career development & advancement opportunities and considering redeployment.	January 1, 2016	HR/Administration Team	Ongoing
Part IV – Design of Public Spaces Standards (Small Retail Store) This section of the Regulation includes requirements related to: (a) Obtaining Service (b) Parking.			
a. Obtaining service – Make service counters	January 1, 2017		
Where practicable, all indoor newly constructed service counters will conform to all of the required elements in accordance with the provisions of the IASR, including, but not limited to the following: a. At least one service counter in the store will accommodate mobility aids in respect of counter height, knee clearance and clear floor space; b. All such service counters will be clearly identified with signage.	January 1, 2017	HR/Administration Team	Ongoing Ongoing
b. Make parking accessible	January 1, 2017		
Where practicable, new and redeveloped parking areas meet certain technical requirements in accordance with the provisions of the IASR, including but not limited to the following: a. Outdoor sidewalks and walkways, including associated ramps, will have a surface that is firm and stable; b. On-premises parking spaces will include accessible spaces for persons with disabilities.	Completed several years back	HR/Administration Team	Complete Complete