



**2012 – 2017 Multi-year Plan  
General Requirements  
Under  
the Integrated Regulation**

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## **Introduction and Statement of Commitment**

The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) requires Tannis Food Distributors to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

Every five years, Tannis Food Distributors sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, Tannis Food Distributors aims to become barrier-free by 2025.

This plan includes complying with the following accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- The Built Environment

The 2012-2017 accessibility plans will help to inform planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA requires Tannis Food Distributors to develop, implement and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

The multi-year accessibility plan outlines the specific steps Tannis Food Distributors is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

Tannis Food Distributors remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan has been developed by our Accessibility Advisory Coordinator in accordance with the Integrated Regulation. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA. It will be provided in an alternative format upon request.

In accordance with the requirements, Tannis Food Distributors will:

Report annually on its website on its progress on implementing this plan

Provide all information relating to the plan in alternative formats upon request

Review and update the plan at least once every five years

The Accessibility Coordinator will follow up on the progress of the plan and, if necessary, remind the responsible parties of their roles in implementing the plan. The Coordinator will review implementation to remove and prevent barriers and achieve accessibility under the AODA.

## **Section One: Report on Measures Already Implemented to Identify, Remove and Prevent Barriers in 2012-2017**

From 2012-2017, Tannis Food Distributors will continue to comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation – Standards for Employment, Information and Communications, and Transportation (if applicable). When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives Tannis Food Distributors implemented on or before January 1, 2012 and will continue to implement from 2012-2017.

### **1. Standards for Customer Service**

Tannis Food Distributors met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these in the reception area and on the corporate website.
- Providing accessibility awareness, AODA and customer service standard training to all staff that interact, or may interact, with persons with disabilities of behalf of the company or are involved in the creation and implementation of policies, practices and procedures for the company.
- Reviewing customer service feedback forms in print and online, (none received) and providing alternate formats in large print and text formats. For the online form, the drop down menu in the customer service feedback mechanism was expanded to include a field specifically for accessibility considerations.
- Developing print and braille posters, as well as CD Rom, to communicate Tannis Food Distributors' existing feedback mechanisms, and making it available at all the Company's front offices. In addition, information on the accessible online feedback form has been added to the corporate website.
- Adding an "Accessibility" button to the footer of the website to communicate the customer service policy and provide instructions for enhanced accessibility offerings.
- Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.
- Tracking attendance for accessibility training courses.

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

**Implementation timeframe: September 2011 to January 1, 2012**

**Completion date: January 1, 2012**

## **2. Emergency Response and Evacuation Plans Under the IASR Standards for Information and Communications and Employment**

Tannis Food Distributors incorporated accessibility considerations into its emergency response and evacuation plan and procedures. The following measures were taken:

- Instructions were provided to staff regarding evacuation in times of emergency to gather at locations that are accessible.
- Persons with various disabilities were consulted to ensure we meet the needs of all persons with disabilities in our emergency response plan, and that public safety information and instructions are provided in a timely manner if an emergency or disaster occurs.
- Fire wardens were instructed to identify persons in need of assistance in advance of an emergency to discuss the location of the designated waiting areas and how identified persons will be escorted out.
- Individualized workplace emergency response information has been made available to employees who have disclosed a disability, and such employees will be accommodated according to their disability when and if an emergency or disaster occurs. These individualized plans have been communicated to their managers and recorded in their personnel files.
- The company has instituted a “buddy system” in which a designated individual provides assistance to a specific disabled employee (with the disabled employee’s prior consent) to help him or her evacuate the workplace in case of an emergency or disaster.
- Individualized emergency response information is reviewed when:
  - a) An employee moves to a different location in the organization
  - b) An employee’s overall needs or plans are reviewed; and
  - c) When reviewing general emergency response policies

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

**Implementation timeframe: September 2011 to January 1, 2012**

No employees with disabilities at present. Will be addressed on an individual basis as need arises.

**Completion date: January 1, 2012**

## **Section Two: Report on Planned Measures to Identify, Remove and Prevent Barriers in 2012-2017**

This year, Tannis Food Distributors' accessibility plan focuses on four areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas – information and communications, employment and the built environment.

### **1. Standards for Customer Service**

Tannis Food Distributors is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 1, 2012. This means they will receive goods and services with the same high quality and timeliness as others as per the customer service policy issued January 1, 2012.

#### **Commitment**

Company has adopted the accessible customer service policy and procedures.

#### **Planned Action(s)**

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, Tannis Food Distributors will:

- Continue to highlight the CS Policy in education, training and activities.
- Review the company's existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility-related feedback.
- Consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required.
- Assess premises and other areas where barriers may exist that prevent customer access to our goods and services.
- Review effectiveness of policy, procedures and practices and make necessary adjustments.
- All new employees receive customer service standard training as well as Human Rights Code and Bill 168 training as part of their orientation.
- Continue to track and report on training compliance on an annual basis.



- Encourage staff to consider accessibility when planning meetings and events with customers, including vendors and suppliers.
- Update customer service policy on providing services to people with disabilities in regards to accessible formats under the Integrated Regulations.

**Required legislative compliance: None**

**Implementation timeframe: January 2012 to January 1, 2013**

**Completion date: January 1, 2013**

## **2. Standards for Integrated Accessibility General Requirements**

### **2.1 Accessibility Policy and Statement of Commitment to IASR Commitment**

To implement a statement of commitment and policy on how Tannis Food Distributors will achieve accessibility through meeting the IASR's requirements.

#### **Identification of Barriers**

Tannis Food Distributors will assess physical, attitudinal and communication barriers across the company to ensure we remove and prevent barriers to access for persons with disabilities in our organization.

#### **Planned Action(s)**

- Draft a policy that addresses how Tannis Food Distributors will achieve or has achieved accessibility through meeting the IASR's requirements.
- Tannis Food Distributors' Integrated Accessibility Standards Regulation policy and statement of commitment will be made available to the public on the premises and on the corporate website.
- Tannis Food Distributors' Integrated Accessibility Standards Regulation policy and statement of commitment will be made available in an accessible format upon request. We will consult with the person with a disability when identifying the appropriate format.

**Required legislative compliance: January 1, 2014**

**Implementation timeframe: January 2012 to January 1, 2014**

**Completion date: January 1, 2014**

## **2.2 Accessibility Plan Maintenance**

### **Commitment**

Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.

Post the accessibility plan on the organization's website and provide the plan in accessible format upon request.

Review and update the accessibility plan at least once every five years.

**Required legislative compliance: January 1, 2014**

**Implementation timeframe: January 2012 to January 1, 2014**

**Completion date: January 1, 2014**

## **2.5 Training**

### **Commitment**

To implement a process for ensuring that all employees, volunteers, persons who deal with customers and the public on the company's behalf, and persons participating in the development and approval of the company's policy, practices and procedures receive the appropriate training that meets the requirements under the Integrated Regulation.

### **Identification of Barriers**

Ensure meetings and training sessions are accessible for employees with learning and other disabilities.

### **Planned Action(s)**

Tannis Food Distributors will:

- Provide training on the requirements of the Integrated Regulation and on the Human Rights Code as it pertains to persons with disabilities to all employees, volunteers, contractors, other third parties who interact with persons with disabilities on behalf of the company and persons involved in the creation of policies
- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided

- Ensure training is provided on the requirements of the accessibility standards
- Provide training in respect to any changes to policies on an ongoing basis

**Required legislative compliance: January 1, 2015**

**Implementation timeframe: January 2012 to January 1, 2015**

**Completion date: November 28, 2014**

## **Section Three: Standards for Information and Communications**

Tannis Food Distributors is committed to making company information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our goods, programs and services to the public.

### **Focus**

Access to information involves matters relating to format and availability of content, including the means of access and technologies associated with it. While access to publications and information is usually the responsibility of the marketing department, there are also related responsibilities in all departments and units that produce publications and websites.

### **Commitment**

Tannis Food Distributors will incorporate new accessibility requirements under the information and communications standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. Tannis Food Distributors will endeavor to provide necessary communication supports in a timely manner.

### **Identification of Barriers**

Tannis Food Distributors will assess its communication methods and attitudes to identify and remove barriers to information and communications with people with disabilities. Potential barriers include:

- Lack of a website which meets WCAG 2.0 level A
- Lack of awareness among the webmasters regarding website accessibility barriers

### **Planned Action(s)**

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, Tannis Food Distributors will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs
- Create a new website which meets WCAG 2.0 level A by February 2014  
**(Completed March 2014)**

- Post the accessibility plan on the company's website **(Completed March 2014.)**
- Post a statement on the website about accessibility and the availability of accessible formats and communication supports
- Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities
- With the Web Accessibility Committee, develop web accessibility guidelines

### **Feedback**

- Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request
- Consult the person making the request to determine suitability of format
- Notify the public about the availability of accessible formats and communication supports

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 2012 to January 1, 2016**

**Completion date: N/A**

## **Section Four: Standards for Employment**

Tannis Food Distributors is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

### **4.1 Recruitment**

#### **Commitment**

Tannis Food Distributors will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

#### **Identification of Barriers**

Tannis Food Distributors will assess recruitment policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

#### **Planned Action(s)**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, Tannis Food Distributors will:

- On the Tannis Food Distributors' website and in job advertisements, specify that accommodation is available for applicants with disabilities
- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities **(Done in training.)**
- Inform candidates about the availability of accommodations:
  - When called for an interview
  - During the selection process
  - At the time of job offer
  - At orientation
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs

- When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 2012 to January 1, 2016**

**Completion date: N/A**

## **4.2 Support Information for Employees**

### **Commitment**

Tannis Food Distributors will incorporate new accessibility requirements under the Employment standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

### **Identification of Barriers**

Tannis Food Distributors will assess its supporting documents, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

### **Planned Action(s)**

- To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities Tannis Food Distributors will:
- Inform current employees and new hires soon after they begin employment of Tannis Food Distributors' policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability **(Done in training.)**
- Provide information under this section to new employees as soon as practicable after they begin their employment **(Done in new hire orientation.)**
- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
  - Information that is needed in order to perform the employee's job

- Information that is generally available to employees in the workplace

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 2012 to January 1, 2016**

**Completion date: N/A**

#### **4.3 Documented individualized plans (i.e. return to work plan, accommodation plan)**

##### **Commitment**

Tannis Food Distributors will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support employees are eliminated and corporate policies are followed where applicable.

##### **Identification of Barriers**

Tannis Food Distributors will assess its return-to-work and accommodation plans, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

##### **Planned Action(s)**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities Tannis Food Distributors will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
- Include in the process the means by which the employee is assessed on an individual basis
- Provide an individualized accommodation plan to any employee with a disability
- Include in the process the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved
- Provide an individualized return-to-work plan for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work



- Take steps to protect the privacy of the employee's personal information
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied
- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
- Include any individualized workplace emergency response information
- Identify any other accommodation that is to be provided to the employee

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 2012 to January 1, 2016**

**Completion date: N/A**

#### **4.4 Performance Assessment, Career Development and Advancement, and Redeployment**

##### **Commitment**

Tannis Food Distributors will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and corporate policies are followed where applicable.

##### **Identification of Barriers**

Tannis Food Distributors will assess its performance reviews, career development and advancement, redeployment programs, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

##### **Planned Action(s)**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities Tannis Food Distributors will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account

- When assessing their performance
- In managing their career development and advancement
- When redeploying them
- Review and revise its performance review policy
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities
- Take into account the accessibility needs of employees with disabilities when redeploying employees

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 2012 to January 1, 2016**

**Completion date: N/A**

## **5. Standards for Transportation**

This standard does not apply to Tannis Food Distributors

## **6. Standards for the Built Environment**

This standard is not yet law; however Tannis Food Distributors is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or when possible before that happens, Tannis Food Distributors will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.