



# HEALTH & SAFETY ACCESSIBILITY Multi-Year Accessibility Plan

Kitchen Stuff Plus is committed to providing quality service in a manner that respects the dignity and independence of persons with disabilities. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Our commitment is affirmed through the development and implementation of the requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005*. The Multi-Year Accessibility Plan outlines Kitchen Stuff Plus' undertaking to meet all requirements of the Act.

<b>Accessibility Policy</b>				
<b>Action</b>	<b>Compliance Date</b>	<b>Responsibility</b>	<b>Update</b>	<b>Status</b>
Develop Accessibility Policy	January 1, 2012	Human Resources		Complete
Implement Accessibility Policy	January 1, 2012	Human Resources & Training Manager		Complete
Publish Accessibility Policy publicly. Provide accessible format, upon request	January 1, 2012	Human Resources, IT, Marketing		Complete
Review & update Accessibility Policy as required	January 1, 2012	Human Resources	Annually	Current
<b>Multi-Year Accessibility Plan</b>				
Develop multi-year accessibility plan that ensures persons with disabilities are given an opportunity equal to that given to others, to use and benefit from the goods or services Kitchen Stuff Plus provides	January 1, 2014	Human Resources		Complete
Implement multi-year accessibility plan	January 1, 2014	Human Resources & Training & Development Team	Ongoing	Complete /Ongoing
Publish multi-year accessibility plan publicly. Provide accessible format upon request	January 1, 2015	Human Resources, IT, Marketing		Complete
Review & update multi-year accessibility plan	January 1, 2015	Human Resources	As required, no less than one year	Complete /Ongoing
Ensure employees are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code	January 1, 2015	Human Resources, District Managers, Training & Development Team	Ongoing	Complete /Ongoing
<b>Communication Standards</b>				
Ensure the processes for receiving and responding to feedback are accessible and meet the IASR requirements	January 1, 2015	Human Resources, IT, Marketing		Complete



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Upon request, where practicable, provide accessible formats and communication supports for persons with disabilities	January 1, 2015	Human Resources, IT, Marketing	Ongoing	Complete /Ongoing
Work with persons with disabilities making request to determine suitability of accessible format or communication	January 1, 2015	Human Resources, IT, Marketing	Ongoing	Complete /Ongoing
Training on AODA Customer Service has been provided and will be given to every employee who participates in development of policy and procedures, including every employee who deals with the public on behalf of Kitchen Stuff Plus	January 1, 2015	Training & Development Team	Ongoing	Complete /Ongoing
Publish statement on website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons	January 1, 2012	Human Resources, IT, Marketing		Complete
Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable	January 1, 2012	Human Resources, IT, Marketing	Ongoing	Complete
Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). All WCAG 2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible	January 1, 2014 – January 1, 2021	IT	Ongoing	Ongoing



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Employment Standards				
Recruitment & Development				
Action	Compliance Date	Responsibility	Update	Status
Review and update existing recruitment, policies, procedures and processes to ensure our recruitment, onboarding, and development processes are fair and accessible	January 1, 2016	Human Resources	Ongoing	Complete /Ongoing
Inform candidates that accommodation is available for those with disabilities in recruitment material, and with regards to interviews and assessments	January 1, 2016	Human Resources	Ongoing	Ongoing
Take the accessibility needs of employees with disabilities into account as part of performance management processes, when assessing performance, providing career development & advancement opportunities and considering redeployment	January 1, 2016	Human Resources	Ongoing	Complete /Ongoing
Ensure the accessibility needs of employees with disabilities are taken into account with regards to performance management, career development and redeployment processes	January 1, 2016	Human Resources	Ongoing	Complete /Ongoing
Support				
Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities	January 1, 2016	Human Resources	Ongoing	Complete /Ongoing
Keep employees up to date on changes to policies/procedures relating to accommodation	January 1, 2016	Human Resources	Ongoing	Complete /Ongoing
When requested by an employee with disability, provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job	January 1, 2016	Human Resources	Ongoing	Complete /Ongoing
Emergency/Accommodation Plans				
Individualized workplace emergency response information procedures have been developed for employees with disabilities	January 1, 2016	Human Resources & Health & Safety Team	Ongoing	Complete /Ongoing



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Action	Compliance Date	Responsibility	Update	Status
Develop and maintain a return to work plans for employees with disabilities, who have been absent from work due to a disability, and require disability related accommodations in order to return to work. Include in the process and plans all required elements in accordance with the provisions of the IASR	January 1, 2016	Human Resources & Health & Safety Team	Ongoing	Complete /Ongoing
Review and update existing policies, practices to ensure compliance with IASR	January 1, 2016	Human Resources & Health & Safety Team		Complete
<b>Public Space Standards</b>				
Where practicable, Kitchen Stuff Plus will establish plans to meet the Accessibility Standards for the design of public spaces when applicable in the building or modifying public spaces under Kitchen Stuff Plus' control	January 1, 2017	Operations		Ongoing
Kitchen Stuff Plus will take appropriate measures to prevent service disruptions to accessible parts of its public spaces. In the event of service disruption, we will notify the public of the service disruptions and alternatives available	January 1, 2017	Operations		Ongoing
Identify preventative and emergency maintenance procedures and procedures for handling disruptions	January 1, 2017	Operations		Ongoing