

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 ("AODA")
YOGEN FRÜZ INTEGRATED ACCESSIBILITY STANDARDS ("IAS") MULTI-YEAR PLAN**

PART 1 – GENERAL REQUIREMENTS

Integrated Standards Section: 3

Initiative: Establishment of Accessibility Policies

Description:

3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirement under the accessibility standards referred to in the Regulation.

Action Taken:

Policy prepared, to enable compliance with integrated accessibility standards under AODA and posted on website.

Compliance Date: January 1, 2014

Status: Completed/Compliant

Description:

3.(2) Obligated organizations, other than small organizations, shall include a statement of organizations commitment to meet the accessibility needs of persons with disabilities.

Action Taken:

Organizational commitment included in IAS policy and posted on website.

Compliance Date: January 1, 2014

Status: Completed/Compliant

Description:

- 3.(3) Every obligated organization, other than a small organization, shall,
- a) Prepare one or more documents describing the policies it developed under subsection (1); and
 - b) Make the documents publicly available and, on request, provide them in an accessible format.

Action Taken:

- Policy has been posted on the website (www.yogenfruz.com).
- Accessible formats will be provided upon request

Compliance Date: January 1, 2014

Status: Completed/Compliant

Integrated Standards Section: 4
Initiative: Accessibility Plans

Description:

4.(1) Large organizations shall,

- a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- c) Review and update the accessibility plan at least once every five years.

Action Taken:

Multi-year accessibility plan prepared and posted on the website (www.yogenfruz.com). Accessible formats will be provided upon request.

Compliance Date: January 1, 2014

Status: Completed/Compliant

Integrated Standards Section: 6
Initiative: Self-Serve Kiosks

Description:

6.(2) Large organizations and small organizations shall have regard to the accessibility of persons with disabilities when designing, procuring and acquiring self-service kiosks.

Action Taken:

Following January 1, 2014, when designing, procuring, or acquiring self-service kiosks, including a point-of-sale device, we will consider the needs of people with disabilities.

Compliance Date: January 1, 2014

Status: Compliant in current status/Ongoing

Integrated Standards Section: 7

Initiative: Training

Description:

7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,

- a) all employees, and volunteers
- b) all person who participate in developing the organization's policies; and
- c) all other persons who provide goods and services or facilities on behalf of the organization.

Action Taken:

- Determine and ensure that appropriate training on the requirements of the IAS and on the Ontario Human Rights Code is provided to all referenced persons.
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.
- Ensure that training is updated on an ongoing basis.

Compliance Date: January 1, 2015

Status: Compliant in current status/Ongoing

Description:

7.(2) The training on the requirements of the accessibility training standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.

Action Taken:

See Section 7.(1)

Compliance Date: January 1, 2015

Status: Compliant in current status/Ongoing

Description:

7.(3) Every person referred to in subsection (1) shall be trained as soon as practicable.

Action Taken:

See Section 7.(1)

Compliance Date: January 1, 2015

Status: Compliant in current status/Ongoing

Description:

7.(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.

Action Taken:

See Section 7.(1)

Compliance Date: January 1, 2015

Status: Compliant in current status/Ongoing

Description:

7.(5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

Action Taken:

See Section 7.(1)

Compliance Date: January 1, 2015

Status: Compliant in current status / Ongoing

PART 2 – INFORMATION AND COMMUNICATION STANDARDS

Integrated Standards Section: 11

Initiative: Feedback

Description:

11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Action Taken:

- Conduct review of feedback processed across the organization.
- Customer feedback can be provided in person, in writing, by e-mail, mail and phone.

Compliance Date: January 1, 2016

Status: Complete/Compliant

Description:

11.(2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.

Action Taken:

The availability of accessible formats and communication supports with respect to the feedback process has been posted to the "contact us" section of the website (www.yogenfruz.com), and on feedback forms available in stores.

Compliance Date: January 1, 2016

Status: Complete/Compliant

Integrated Standards Section: 12

Initiative: Accessible Formats and Communication Supports

Description:

12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for provision of accessible formats and communication supports for persons with disabilities,

- a) in a timely manner that takes into account the person's accessibility needs due to disability;
and
- b) at a cost that is no more than the regular cost charged to other persons.

Action Taken:

- Determine accessible formats and communication supports to be provided upon request.
- Ensure formats and supports can be provided in a timely manner at a cost that is no more than standard costs.

Compliance Date: January 1, 2016

Status: Complete/Compliant

Description:

12.(2) The obligated organization shall consult with the person making the request in determining suitability of an accessible format or communication support.

Action Taken:

Protocol developed to determine the most appropriate accessible format or communication support, which includes guidelines for situations where it is impracticable or not possible to provide requested accessible format or communication support.

Compliance Date: January 1, 2016

Status: Ongoing

Description:

12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.

Action Taken:

Notifications to be posted:

- In a visible area in all locations
- On website
- Via print materials, where appropriate

Compliance Date: January 1, 2016

Status: Complete/Compliant

Integrated Standards Section: 13

Initiative: Emergency Procedures, Plans or Public Safety Info

Description:

13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Action Taken:

- Review and assess workplace health and safety emergency procedures on an ongoing regular basis and in accordance with the IAS and develop individualized emergency plan, where applicable.
- Emergency procedures, plans and safety information prepared for public use to be made available in accessible format or with appropriate communication supports, as soon as practicable upon request.

Compliance Date: January 1, 2012

Status: Compliant/Ongoing

Standards Section: 14

Initiative: Accessible Websites & Web Content

Description:

14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasingly to Level AA, and shall do so in accordance with the schedule set out in this section.

Action Taken:

Working with vendor partner to review requirements and timelines and to ensure they are conforming to the WCAG standards.

Compliance Date: January 1, 2021

Status: Compliant/Ongoing

PART 3 – EMPLOYMENT STANDARDS

Integrated Standards Section: 22

Initiative: Recruitment - General

Description:

22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Action Taken:

Job advertisements to advise on commitment to providing accommodation for persons with disabilities and options to request accommodations.

Compliance Date: January 1, 2016

Status: Complete/Compliant

Integrated Standards Section: 23

Initiative: Recruitment, Assessment or Selection Process

Description:

23.(1) During a recruitment process, and employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

Action Taken:

- All job postings include our accessible accommodations information including alternative ways to apply.
- All application forms include accessible accommodations information.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

23.(2) If a selected applicant requests accommodation, the employer shall consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Action Taken:

During the recruitment process, if a prospective applicant requests an accommodation, we shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's needs due to disability

Compliance Date: January 1, 2016

Status: Completed/Compliant

Integrated Standards Section: 24
Initiative: Notice to Successful Applicants

Description:

24. Every employer shall, when making offers of employment, notify successful applicants of its policies for accommodating employees with disabilities.

Action Taken:

All offer letters include a clause that indicate where an accommodation is required prior to their first day of employment, to notify human resources to make the necessary arrangements. They can notify human resources using multiple formats, i.e. phone, e-mail, in-person

Compliance Date: January 1, 2016

Status: Completed/Compliant

Integrated Standards Section: 25
Initiative: Informing Employees of Supports

Description:

25(1). Every employer shall, inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provisions of job accommodations that take into account an employee's needs due to disability.

Action Taken:

Existing policies reflect the language for all new and existing employees in regards to accommodating disabilities.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

25.(2) Employers shall provide the information required under this section to new employees as soon as practicable.

Action Taken:

- New employees will be notified of the policies as soon as practicable after the employment begins.
- All pertinent policies are posted on an intranet site for all employees.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

25.(3) Employers shall provide updated information to its employees whenever there is a change to the existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.

Action Taken:

- Employees will be kept up to date on any changes to existing policies on job accommodations with respect to disability.
- When there is a change to the policies, all employees will be notified. The policies are posted on an intranet site for all employees.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Integrated Standards Section: 26

Initiative: Accessible Formats and Communication Supports for Employees

Description:

26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,

- 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.

Action Taken:

Developed protocol and communication plan to inform employees, upon request, about accessible formats and communication supports for job-related information and general employee information.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

26.(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

Action Taken:

Developed protocol and process to ensure appropriate assessment of requirements is conducted and documented in consultation with the employee making the request.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Integrated Standards Section: 27

Initiative: Workplace Emergency Response Information

Description:

27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.

Action Taken:

Created employee emergency response information with questions and authorization for Individual Accommodation Plans. A unique plan will be created based on the questionnaire.

Compliance Date: January 1, 2016

Status: Compliant/Ongoing

Description:

27.(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

Action Taken:

- Review emergency response process on an ongoing basis at regular health and safety meetings.
- Ensure individualized workplace emergency response information is available in alternate formats and, upon the employee's consent provided to designated persons.
- Current policies and procedures were updated to reflect the requirements as outlined in this section of the IAS.

Compliance Date: January 1, 2016

Status: Compliant/Ongoing

Description:

27.(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

Action Taken:

Disability management process and protocol updated to ensure plans and emergency response information are kept up to date.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

27.(4) Every employer shall review the individualized workplace emergency response information,

- a) When the employee moves to a different location in the organization;
- b) When the employee's overall accommodations needs or plan are reviewed;
- c) When the employer reviews its general emergency response policies.

Action Taken:

Organization protocol for the review of individualized emergency response information has been developed to comply with the requirements of the IAS.

Compliance Date: January 1, 2016

Status: Compliant/Ongoing

Integrated Standards Section: 28

Initiative: Documented Individual Accommodation Plans

Description:

28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

Action Taken:

Developed protocol and policy for documenting individual accommodation plans for employees with disabilities.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

28.(2) The process for the development of documented individual accommodation plans shall include the following elements:

1. The manner in which employees requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodations can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of employees.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employees accessibility needs due to disability.

Action Taken:

Policies and protocols updated to reflect the steps and processes to follow when creating an individual accommodation plan for employees with disabilities and the requirements of the IAS.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

28.(3) Individual accommodation plans shall,

- a) If requested, include information regarding accessible formats and communications supports provided, as described in section 26;

- b) If required, include individualized workplace emergency response information, as described in section 27;
- c) Identify any other accommodation that is provided.

Action Taken:

Policies and protocols updated to ensure individualized accommodation plans will include all requisite information.

Compliance Date: January 1, 2016

Status: Compliant / Ongoing

Integrated Standards Section: 29
Initiative: Return to Work Process

Description:

29.(1) Every employer, other than an employer that is a small organization,

- a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- b) shall document the process.

Action Taken:

Policy prepared and posted to intranet to document the organizations processes and procedures with respect to Return to Work Plans.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Description:

29.(2) The return to work process shall,

- a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be aware from work; and
- b) use individual documented accommodation plans, as described in section 28, as part of the process.

Action Taken:

All return to work plans are individually documented and outline the steps the employer will take to facilitate the employees return to work.

Compliance Date: January 1, 2016

Status: Completed / Compliant

Description:

29.(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

Action Taken:

Review on an ongoing basis relevant legislation which governs the return to work process and update policies as required.

Compliance Date: January 1, 2016

Status: Compliant/Ongoing

Integrated Standards Section: 30
Initiative: Performance Management

Description:

30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

Action Taken:

Reviewed current processes to ensure that the performance of employees with disabilities are measured in a way that takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Integrated Standards Section: 31
Initiative: Career Development & Advancement

Description:

31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility need of its employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Action Taken:

- All career development and advancement opportunities provided to employees will take into account the accessibility need of employees with disabilities and well as individual accommodation plans.

- Relevant policies have been updated.

Compliance Date: January 1, 2016

Status: Completed/Compliant

Integrated Standards Section: 32

Initiative: Redeployment

Description:

32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plan, when redeploying employees with disabilities.

Action Taken:

- Any redeployment of employees shall take into consideration the accessibility needs of employees with disabilities and well as individual accommodation plans.
- Relevant policies have been updated.

Compliance Date: January 1, 2016

Status: Completed/Compliant

PART 4 – DESIGN OF PUBLIC SPACES

Integrated Standards Section: 80.41

Initiative: Service Counters

Description:

80.41(1) When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:

1. There must be at minimum one service counter that accommodated a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.
2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.

Action Taken:

The organization will ensure that it follows the existing requirements stated under the Design of Public Space Standards (Accessibility Standards for Built Environment) for new service counters, including when existing service counters are replaced.

Compliance Date: January 1, 2017

Status: Under review

Description:

80.41(2) The service counter that accommodates mobility aids must meet the following requirements:

1. The countertop height must be sufficiently clear so as to accommodate a mobility aid.
2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.
3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.

Action Taken:

The organization will ensure that it follows the existing requirements stated under the Design of Public Space Standards (Accessibility Standards for Built Environment) for new service counters, including when existing service counters are replaced.

Compliance Date: January 1, 2017

Status: Under review

Integrated Standards Section: 80.42

Initiative: Fixed Queuing

Description:

80.42 When constructing new fixed queuing guides, the following requirements must be met:

1. The fixed queuing guide must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.
2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.
3. The fixed queuing guides must be cane detectable.

Action Taken:

The organization will ensure that it follows the existing requirements stated under the Design of Public Space Standards (Accessibility Standards for Built Environment) when constructing new fixed queuing guides.

Compliance Date: January 1, 2017

Status: Under review

Integrated Standards Section: 80.43

Initiative: Waiting Areas

Description:

80.42(1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.

Action Taken:

The organization will ensure that it follows the existing requirements stated under the Design of Public Space Standards (Accessibility Standards for Built Environment) when constructing a new waiting area or redeveloping an existing waiting area.

Compliance Date: January 1, 2017

Status: Under review

Description Description:

80.42(2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.

Action Taken:

The organization will ensure that it follows the existing requirements stated under the Design of Public Space Standards (Accessibility Standards for Built Environment) when constructing a new waiting area or redeveloping an existing waiting area.

Compliance Date: January 1, 2017

Status: Under review