



Ontario Food Terminal Board

Accessibility Policies

These policies are publicly available and available in accessible format, upon request.

Statement of Commitment

The Ontario Food Terminal Board 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 preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Training

The Ontario Food Terminal Board provides training to employees, volunteers, and other staff members on Ontario's accessibility standards and on the Human Rights Code as it relates to people with disabilities as it relates to their specific roles. Training is provided in various formats that best suits the duties and needs of employees, volunteers and other staff members.

New employees complete training as soon as practicable and provides training in respect of any changes to the policies on an ongoing basis.

The Ontario Food Terminal Board maintains a record of training dates and the number of staff trained.

Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- the Ontario Food Terminal Board's policies, practices and procedures relating to the integrated standards.
- how to interact and communicate with people with various types of disabilities.
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- what to do if a person with a disability is having difficulty in accessing the Ontario Food Terminal Board's goods, services or facilities.

Procurement

When procuring or acquiring goods, services or facilities, including self-serve kiosks, the Ontario Food Terminal Board shall incorporate accessibility criteria and features, unless it is not possible and practical to do so. If not practical, the Board will provide an explanation on request.

Self-Serve Kiosks

The Ontario Food Terminal Board will incorporate accessibility features and consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.



Information and communications

The Ontario Food Terminal Board will communicate in a manner that takes into account the person's disability. Upon request, the Board will provide information about our organization and its services in accessible formats or with communication supports.

The Ontario Food Terminal Board will also meet Web Content Accessibility Guidelines, WCAG 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Accessible Employment Policies

Recruitment process

The Ontario Food Terminal Board is committed to accommodate disabilities during the selection process by informing job applicants by calling them directly or speaking to them in person and writing them a letter or email. If a job applicant requests accommodation, we will consult with them and make adjustments that best suit their needs.

Successful applicants with disabilities will be notified of the Board's policies for accommodating employees with disabilities by including the information in the offer letter or speaking to them in person so that they are aware of the policies.

The Board will provide the information regarding these policies to new employees as soon as practicable after they begin their employment.

Information for Employees

Staff will be informed with the Board's policies for supporting employees with disabilities by memo format or email or during staff meetings including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

The Ontario Food Terminal Board will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

When an employee with a disability makes a request, we will 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.

The Board will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Process to Accommodate Employees with Disabilities If They Require Accommodation

The Ontario Food Terminal Board will notify all staff that supports are available for those employees with disabilities and develop a documented individual accommodation plan for an employee receiving accommodation for a disability in a clear and consistent way. We will involve the employee in the development of their plan, assess their accommodation needs, protect the privacy of the employee's personal information and review and update the plan with the employee from time to time.



Workplace Emergency Response Information

The Ontario Food Terminal Board will provide emergency response information to an employee with a disability to help the employee during an emergency. An individual emergency response will be developed with the employee and with their consent, this information will be given to anyone designated to help them in an emergency.

The Board will review the individualized workplace emergency response information when the employee's overall accommodations needs or plans are reviewed.

Return to Work

The Ontario Food Terminal Board maintains and documents a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The Board takes steps to facilitate the return to work process & uses individual accommodation plans as required.

Performance Management, Career Development & Redeployment

The Ontario Food Terminal Board is committed to ensuring the accessibility needs of employees with disabilities needs are taken into account with regards to performance management, career development and redeployment processes.

The Board includes the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when redeploying employees with disabilities.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.