



Ontario Food Terminal Board

AODA 2019-2022 Multi-Year Accessibility Plan

As part of the Ontario Food Terminal Board's commitment to accessibility, this multi-year Accessibility Plan outlines the policies and actions that the Board has taken and will put in place to improve opportunities for people with disabilities. The Board strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

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, 2005 and Ontario's accessibility laws.

The Ontario Food Terminal Board is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Ontario Food Terminal Board understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Ontario Food terminal Board is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

To facilitate this commitment, the Ontario Food Terminal Board has established and documented a multi-year accessibility plan, that will be reviewed and updated at least once every five years, in consultation with persons with disabilities, to identify progress made in addressing barriers and will be posted on the Ontario Food Terminal Board's website.

Establishment of Policies

Introduce a statement of commitment and accessibility policy and is posted on our website.

Accessibility Multi-Year Plan

The plan is reviewed and updated at least once every five years in consultation with persons with disabilities. The multi-year plan is posted on our website, and updated any time there are changes.

Customer Service

The Ontario Food Terminal Board will continue to fulfill the needs of its customers under the Accessible Customer Service Standard. We will continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities. The Board will continue to post service disruptions on site and on our website.



Training

The Ontario Food Terminal Board has and will continue to provide 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. Training is provided in a way that best suits the duties and needs of employees, volunteers and other staff members.

The Board has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that takes into account the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies related to the Customer Service 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 our organization's goods, services or facilities.
- Ensure new employees complete training as soon as practicable and provide training in respect of any changes to the policies on an ongoing basis.
- Keep and maintain a record of training dates and the number of staff trained.

Procurement and Self-Service Kiosks

When designing, 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.

Information and communications

The Ontario Food Terminal Board is committed to making company information and communication accessible to persons with disabilities. The Board will communicate in a manner that takes into account the person's disability and accessibility needs in a timely manner and at no additional cost.

Accessible Emergency Information

The Board is committed to providing people with disabilities with publicly available emergency information in an accessible way upon request. The Board will also provide employees with disabilities with individualized emergency response information when necessary.

Accessibility Feedback

The ultimate goal of the Ontario Food Terminal Board is to meet and surpass customer expectations while serving persons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.



Feedback regarding on how the Ontario Food Terminal Board provides goods and services to people with disabilities can be made by in person, by phone, by email, verbally, or in writing. All feedback will be made to:

Ontario Food Terminal Board
165 The Queensway
Toronto, Ontario, M8Y 1H8

By Phone: 416-259-5479

By Fax 416-259-4303

By Email: info@oftb.com

All feedback, including complaints are directed to the department manager that the feedback is related to and any customer concerns will be directly addressed with them. Customers can expect to hear back within 7 business days using the communication method that takes the customers' disabilities into account.

Complaints are escalated as appropriate until a resolution is achieved. Escalation paths include but are not limited to working with the department manager, general manager and the Chair within the Ontario Food Terminal Board.

The Ontario Food Terminal Board ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request, and posted on our website.

Accessible Formats and Communication Supports

The Ontario Food Terminal Board will address requests for accessible formats and communication supports for persons with disabilities in a timely and appropriate manner as outlined in our AODA policy.

The Ontario Food Terminal Board notifies the public that documents related to accessible customer service, are available upon request by posting the information at the main office and on our website.

The Ontario Food Terminal Board will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Accessible Website and Web Content

The Ontario Food Terminal Board has included AODA compliance as one of the criteria in selecting the technology vendor with refreshing our website to ensure compliance take the website and content conform with WCAG 2.0 Level AA by January 1, 2021.

Employment Standard

The Ontario Food Terminal Board is committed to fair and accessible employment practices. The Board has taken the following steps to notify the public and staff that, when requested, will accommodate people with disabilities throughout the recruitment, assessment and onboarding process.



Recruitment

The Ontario Food Terminal Board is committed to accommodate disabilities during the recruitment and selection process by informing and notifying the public and employees about the availability of accommodation for applicants with disabilities. If accommodations are requested, we will consult with them and provide or arrange suitable accommodations that best suit their needs.

Successful applicants with disabilities are 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.

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.

Process to Accommodate Employees with Disabilities If They Require Accommodation

The Board will 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 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.

Return to Work

The Ontario Food Terminal Board is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

The Board has developed and maintained 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.

For More Information on this accessibility plan or to provide feedback, please contact:

Ontario Food Terminal Board
165 The Queensway
Toronto, Ontario, M8Y 1H8

By Phone: 416-259-5479, By Fax: 416-259-4303, By Email: info@oftb.com

Our accessibility plan is publicly posted at www.oftb.com/accessibility-standards-customer-service

Accessible formats of this document are publicly available free, upon request.