



Ontario Food Terminal Board

2019 Accessibility Annual Status Report

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 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 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.

The Accessibility Plan annual status report is prepared annually to provide an update about the Ontario Food Terminal Board's Accessibility plan. This status report provides progress of measures taken to implement the strategy, including steps taken in compliance with regulation 191/11 Integrated Accessibility Standards Regulation and the Accessibility for Ontarians With Disabilities Act, 2005 (AODA).

2019:

Training

The Ontario Food Terminal Board continued 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 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.

Information and Communication

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



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

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. The Board has not deployed any public kiosks and has no plans to at this time.

Employment

The Ontario Food Terminal Board continued to notify employees, job applicants and the public that accommodations are available during recruitment and hiring processes. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. Accommodation is considered and utilized in return to work practice, during performance management and redeployment processes.

Goals and Next Steps for Accessibility

- Ensure that the Ontario Food Terminal Board continues to meet compliance with the AODA and its Regulations.
- Continue the Ontario Food Terminal Board's commitment to accessibility.
- Continue to remove accessibility barriers which may exist in our facility and ensure new facilities and reconstructions are designed with accessibility features incorporated.
- Review and update accessibility policies annually.
- Continue to review company policies to ensure accessibility compliance.
- Continue to consult persons with disabilities.
- Continue to make accommodations throughout recruitment process and employment cycle.
- Continue to notify the public that accommodations will be provided upon request and at no cost.
- Continue to accept and review customer feedback and take appropriate action.
- The Ontario Food Terminal Board will continue to format its website to meet internationally-recognized Web Content Accessibility Guidelines, WCAG 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

For More Information, please contact:

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