



Ontario Food Terminal Board

Accessibility Policies

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 understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) 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.

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 Standards
- the Ontario Food Terminal Board's policies, practices and procedures relating to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities



- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with 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

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

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.

Service Animals

The Ontario Food Terminal Board recognizes that some individuals with disabilities may require the use of guide dogs or other service animals in order to access services. Persons with disabilities who are accompanied by a guide dog or other service animal will be permitted to enter the parts of our premises that are common areas and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

If the animal is legally excluded from some parts of the premises, the Board will explain why the animal is excluded and provide alternative measures to enable the person to obtain, use or benefit from its services or facilities.

Support Persons

The Board further recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter the Ontario Food Terminal Board's premises together with the support person and will not be prevented from having access to the support person while on our premises at no additional cost.

Notice of Temporary Disruption

The Ontario Food Terminal Board will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will normally be posted on the premises, where appropriate in the circumstances.



Accessible Feedback Process

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.

Notice of Availability of Documents

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.

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.

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 upon request.



Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at no additional cost.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by posting this information at the main office and on our website.

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.

Employment

The Ontario Food Terminal Board notifies 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. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically 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

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.



We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will 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 plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Changes to existing policies

We will modify or remove an existing policy that does not respect and promote the principles of dignity, independence integration and equal opportunity for people with disabilities.

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