



## **Ontario Food Terminal Board**

### **AODA 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.

#### **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.

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 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 available on our website.

**Status: Completed**

#### **Accessibility Multi-Year Plan**

The plan will be reviewed at least once every five years and it will be posted on our website, and updated any time there are changes.

**Status: Completed and Ongoing**

#### **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 accessibility needs of a person with a disability.
- Ensure new employees complete training within 30 days of employment or placement.
- Keep and maintain a record of training dates and the number of staff trained.

**Status: Completed and Ongoing**



### **Procurement and Self-Service Kiosks**

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.

**Status: Completed and Ongoing**

### **Information and communications**

The Ontario Food Terminal Board is committed to making company information and communications accessible to persons with disabilities. The Board will communicate in a manner that takes into account the person's disability.

### **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.

**Status: Completed and Ongoing**

### **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 the way the Ontario Food Terminal Board provides goods and services to people with disabilities can be made 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

**Status: Completed and Ongoing**

### **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.

**Status: Complete and Ongoing**



### **Accessible Website and Web Content**

The Ontario Food Terminal Board will include AODA compliance as one of the criteria in selecting a 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.

**Status: Completed**

### **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 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.

**Status: Completed and Ongoing**

### **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.

**Status: Completed and Ongoing**

### **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.

**Status: Completed and Ongoing**

### **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.

**Status: Completed and Ongoing**



### **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.

**Status: Completed and Ongoing**

### **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.

**Status: Completed and Ongoing**

**For More Information on this multi-year accessibility plan, please contact at:**

**Phone: 416-259-5479**

**Email: [info@oftb.com](mailto:info@oftb.com)**

**Accessible formats of this document are available free upon request from the Ontario Food Terminal Board**