



Integrated Standard Plan 2018 -Private and not-for-profit organizations with 50+ employees

Category: Information & Communication

Component	Deadline	Requirement	Gaps	Action(s)	Who
			Yes or No		
1. Self-Serve Kiosks	1-Jan-2014	Sec. 6 Designing, Procuring or Acquiring Self-serve kiosks	No	All organizations that offer services and/or products through self-serve kiosks (debit machines) must take steps to make them accessible to people with disabilities so they can be used independently and securely. The Beer Store's self-serve kiosks are on a cord allowing for a range of distance. In addition, the key pads have a raised dot on the number five to facilitate finger placement. All staff have been trained how to provide customer service to persons with disabilities who may require assistance when making purchases at The Beer Store.	Marketing & Loss Prevention & IT
2. Feedback from Customers & Employees	1-Jan-2015	Sec. 11 Receiving and providing feedback in an accessible format	No	Under the Customer Service Standard a feedback process was established for receiving and responding to feedback specifically about the manner in which The Beer Store provides accessible goods or services to people with disabilities. The Beer Store's website solicits feedback on its products and services. A variety of contact methods are offered: email, customer service phone number, corporate phone number and mailing address. When feedback is elicited from employees, a variety of methods will be available and employees will be notified that if they require an accessible format to notify The Beer Store of their requirement for an accessible format.	Marketing, Call Centre, Wellness Services Manager



3.	Accessible Formats and Communication Supports	1-Jan-2016	Sec. 12 Information about their goods and services or facilities	No	The majority of The Beer Store's documents and/or information are in an electronic format which will facilitate the conversion into an accessible format. This will minimize the amount of time a customer would have to wait for an accessible document. The Beer Store shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. However, labels or product information outside the control of the corporation are not available in an accessible format at this time.	Marketing
			Sec. 12 Communication Supports	No	Accessible formats and communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the customer. The customer will be consulted with to determine the suitability of an accessible format or communication support. A list of local service providers will be on site to facilitate this process. Information about goods, services or facilities is available on the company website.	Marketing
4.	Unconvertible Information	1-Jan-2016	Sec. 12 Examples: blue prints or x-rays	n/a	The Beer Store is not aware of any material which would be classified as unconvertible information at this time. If in the future The Beer Store discovers material which would be considered unconvertible information, it will update the multi-year accessibility plan.	Not applicable



5.	Meeting requests in a timely manner	1-Jan-2016	Sec. 12 HTML, MS Word, accessible electronic formats	No	In some cases, The Beer Store will be able to provide the information or communication supports quickly. In other cases we will require more time due to the complexity of the document and resources or internal capacity of the organization. At most, customers will receive accessible documents or communication supports within 10 business days.	Marketing
6.	Posting Requirements	1-Jan-2016	Sec. 12 Public must be notified about accessible formats & communication supports	No	The Beer Store will notify the public about the availability of accessible formats and communication supports via the company website.	Marketing
7.	Emergency Procedures / Plan or Public Safety Information	1-Jan-2016	Sec. 13 If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	n/a	The Beer Store does not provide health and safety or emergency evacuation procedures.	Not applicable
8.	Accessible Websites & Web Content	1-Jan-2014	Sec. 14 Applies to new internet websites & content WCAG2.0 (World Wide Web Consortium web content accessibility guidelines at Level AA)	No	Minor changes such as job postings are done internally, recruitment section in conformance. Website in conformance.	Marketing



		1-Jan-2021	Sec. 14 All internet websites and web content	Yes	Significant changes to the website are handled in-house. The tips for working with web developers (Source: www.ontario.ca/AccessON , Information and Communications Standard) will be utilized to assist the web developer to implement the accessibility requirements.	Marketing
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Category: Employment

Component	Deadline	Requirement	Gaps	Action(s)	Who
			Yes or No		
1. Recruitment, Assessment and Selection	1-Jan-2016	Sec. 22 Notify employees and public about availability of accommodation(s) for applicants in the recruitment process	No	The Beer Store conducts all of their own recruitment, assessment and selection. Positions being filled are posted on the company website. The availability of accommodation(s) for applicants in the recruitment process will be posted on the “Careers” page of the company website.	Retail – Store Managers, Distribution – DC Managers. Supervisors Corp. – Dept. Manager, Marketing, or Human Resources
	1-Jan-2016	Sec. 23 Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available	No	The Beer Store will notify applicants when they are called for an interview about the availability of accommodations during the selection process.	Retail – Store Managers, Distribution – DC Managers. Supervisors Corp. – Dept. Manager, Marketing, or Human Resources



		1-Jan-2016	Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities	No	The Beer Store will notify the successful applicant(s) of their policies for accommodating employees with disabilities. Notification may take a variety of forms such as in writing, verbal or as part of the orientation process. Human Resources will amend the orientation checklist to include this requirement.	Human Resources
		1-Jan-2016	Sec. 25 Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	No	The Beer Store will inform all employees of their policies for supporting employees with disabilities. Notification will be made during the January 2014 training session. All new hires will be informed upon hire.	Manager, Training and Development, Human Resources
2.	Accessible formats and communication supports for employees	1-Jan-2016	Sec. 26 Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	No	The Beer Store will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.	Wellness Services
3.	Workplace emergency response information	1-Jan-2012	Sec. 27 Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations	No	The Beer Store will create an individualized workplace emergency response form for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.	Wellness Services Manager



4.	Documented individual accommodation plans	1-Jan-2016	Sec. 28 Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	No	The Beer Store has an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when The Beer Store will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. The Beer Store may seek outside medical or other expert evaluations in order to provide appropriate supports. The plan will be reviewed when there is a change in the employee's disability or job.	Wellness Services Manager
5.	Return to Work process	1-Jan-2016	Sec. 29 Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work	No	The Beer Store shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.	Wellness Services Manager
6.	f) Performance Management	1-Jan-2016	Sec. 30 Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	No	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. The Beer Store will consider the accessibility needs of employees with disabilities in the area of performance management.	Human Resources



7.	Career Development and Advancement	01-Jan-16	Sec. 31 Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them	No	The Beer Store will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organization or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan must be updated to reflect the changes in their new responsibilities.	Human Resources in consultation with Wellness Services Manager
	Redeployment	01-Jan-16	Sec. 32 Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization	No	In the event that The Beer Store will employ a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.	Human Resources in consultation with Wellness Services Manager