



**Accessibility Statement and Multi-Year
Accessibility Plan 2014-2021
Ontario, Canada**



Table of Contents

1. Introduction and Purpose	1
2. Scope and Applicability	1
3. Policy Statement of Organizational Commitment	1
4. Omcan Accessibility Plan and Policy Principles	1
4.1 Accessible Emergency Information	1
4.2 Training	1
4.3 Information and Communication	2
4.4 Employment	2
4.5 Design of Public Spaces (Built Environment)	2
4.6 For More Information	3
5. Responsibilities	3
5.1 Omcan	3
5.2 Human Resources	3
5.3 Omcan Accessibility Committee (OAC)	Error! Bookmark not defined.
6. Reference and Associated Documents	3



1. Introduction and Purpose

Omcan is committed to ensuring equal access and participation for people with disabilities . We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

This document outlines Omcan's strategy to improve accessibility for people with disabilities by way of a progressive plan of activities that forecast implementation of the IASRs by 2021, as required by the AODA. The multi-year AODA Accessibility Plan will be reviewed and updated on a regular basis to reflect progress made towards compliance.

The following standards form the basis of the AODA and have/will be implemented across Ontario in stages between 2016 and 2021:

- Customer Service Standard
- IASR:
 - Employment
 - Information and Communication Systems
 - Transportation
 - Built Environment Standard

2. Scope and Applicability

This policy applies to all current Omcan employees in Ontario, Canada who conduct business with others on behalf of Omcan.

3. Policy Statement of Organizational Commitment

Omcan 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 AODA.

4. Omcan Accessibility Plan and Policy Principles

This 2016-2021 Accessibility Plan outlines the policy principles and actions that Omcan will put in place to improve opportunities for people with disabilities.

4.1 Accessible Emergency Information

Omcan is committed to providing its clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when requested.

4.2 Training

Omcan will provide training to employees and contractors conducting business on behalf of Omcan on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees.

By January 1, 2017, Omcan will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by:

- Developing a training plan and appropriate training material
- Incorporating the training into the new hire onboarding process for Ontario offices in conjunction with the existing AODA Customer Service Standard training
- Maintaining training records by Human Resources

4.3 Information and Communication

Omcan is committed to meeting the communication needs of people with disabilities. Omcan has taken or will take the following steps accordingly:

- New websites and content on those sites conform with WCAG 2.0, Level A
- By **January 2017**, Omcan will ensure existing feedback processes are accessible to people with disabilities upon request, by:
 - AODA committee representatives will respond to valid accessibility concerns within a reasonable time-frame.
- By **January 2017**, Omcan will ensure all publicly available information is made accessible upon request, by:
 - Consulting with the individual making the request for accessible formats and/or communication supports
- By **January 1, 2021**, Omcan will make website and content conform with WCAG 2.0 Level AA.

4.4 Employment

Omcan is committed to fair and accessible employment practices. Omcan has taken or will take the following steps accordingly:

- By **January 1, 2017**, Omcan will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by:
 - Regularly reviewing the recruitment process and enhance accessibility of the job application process
 - If the selected applicant requests an accommodation, Omcan shall consult with the applicant and provide or arrange for the provision of a suitable and reasonable accommodation that takes into account the applicant's disability
 - As part of Omcan's onboarding process in Ontario, successful applicants/new hires and existing staff will be informed of the company policies and procedures regarding accessibility from HR or Omcan's intranet site policy page.
- By **January 1, 2017**, Omcan will ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development or redeployment by:
 - Reviewing policies and updating documents to ensure accessibility requirements are incorporated, as required.

4.5 Design of Public Spaces (Built Environment)

Whenever applicable, Omcan will meet the Accessibility Standards, in accordance with the Built Environment Standard schedule for Ontario.



4.6 For More Information

For more information on this Accessibility Plan or to request this plan in an alternate format, please contact: Rosa Costa, HR Generalist: (905) 828-0234 ext. 242
Email: www.humanresources@omcan.com

5. Responsibilities

5.1 Omcan

Omcan, including all employees are responsible for:

- Ensuring compliance with the AODA, IASR.

5.2 Human Resources

Human Resources are responsible for:

- Composing the required accessibility policies and plans
- Supporting the business by coordinating training on the IASR, as needed.
- Communicating the requirements of the IASR to the business
- Monitoring the progress of legislative requirements in order to ensure compliance
- Reporting in accordance with compliance requirements

6. Reference and Associated Documents

The following documents are reference and associated material to this policy and plan, and are provided to further define and support its requirements.

Identification	Document Title
www.ontario.ca/AccessON	Government Website
https://www.appacats.mcass.gov.on.ca/eadvisor/start.action	Tool
<i>Ontario Regulation O. Reg. 191/11</i>	Regulation

			
Section: CORPORATE POLICY	Subject: ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY	Date SEP2015	

PURPOSE

Omcan supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. It is the goal of the Ontario government to make Ontario barrier-free by 2025. As we move closer to that date, it is expected that goods, services and facilities will become progressively more accessible and responsive to the needs of persons with disabilities.

POLICY

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 came into effect on January 1, 2008. It is the first accessibility standard created under the authority of the AODA and is a significant step toward the overarching goal of a barrier-free Ontario.

Accessibility standards will set requirements in a number of key areas and will be reviewed at least every five years. New requirements may be added over time. Whenever new or revised standards are developed under the AODA, this policy will be reviewed and updated as necessary to ensure consistency. Updated information about the AODA and accessibility standards is available at: <http://www.accesson.ca/>

This policy has been prepared to outline what Omcan must do to comply with the regulation and what our customers may expect from us. The policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with Omcan.

1. **Our Mission.** Omcan is a wholesale distribution company and is committed to providing diverse, dependable and proven products to the foodservice industry. Omcan strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. Omcan is also committed to ensuring that customers with disabilities receive accessible goods and services with the same quality

			
Section: CORPORATE POLICY	Subject: ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY	Date SEP2015	

and timeliness as others do.

2. **Training for Staff.** Omcan will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Customer Service Representatives
- Sales Associates
- Managers/Supervisors
- Accounts Payables/Receivables
- Selected Financial positions
- Shipping and Receiving
- Drivers

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - 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 goods and services.
3. **Assistive Device.** We will ensure that staff will be trained and familiar with various assistive devices that customers with disabilities would need while accessing our goods or services.
 4. **Communication.** We will communicate with people with

		
Section: CORPORATE POLICY	Subject: ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY	Date SEP2015

disabilities in ways that take into account their disability

5. **Service Animals.** We welcome people with disabilities and their service animals. Service animals are permitted in areas that are publically accessible.
6. **Support Persons.** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
7. **Notice of Temporary Disruption.** (For example: booking accessible transit, or arrange for someone to drive them to and/or from Company owned and/or operated sites).

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, Omcan will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all entrances on our premises.

8. **Feedback Process.** Customers who wish to provide feedback on the way Omcan provides goods and services to people with disabilities can e-mail or verbally provide feedback.
9. **Policy Availability.** Omcan will post this policy on our company website www.omcan.com under the Human Resources tab at the bottom of the home page.
10. **Modifications to this or other Policies.** Any policy of Omcan that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
11. **Questions about this Policy.** This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, if the purpose of this policy is not understood, or to receive a copy of this policy, please contact:

			
Section: CORPORATE POLICY	Subject: ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY	Date SEP2015	

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**EMPLOYEE
RESPONSIBILITIES**

The Company reserves the right to modify or discontinue this Policy at any time without notice. This Policy will be reviewed on a regular basis to determine its effectiveness. This Policy replaces all similar policies previously administered.