



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2019 to 2024 accessibility plan outlines the policies and actions that Second Harvest will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Second Harvest believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of Accessibility Policies	Compliance Deadline:	Jan. 1, 2014
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete



Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks	Compliance Deadline:	Jan. 1, 2014
Current Barriers:	None		
Plan to Meet Requirements:	Second Harvest will have consideration for accessibility when designing, procuring, or acquiring self-service kiosks to better serve persons with disabilities.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources; Finance & Shared Services	Results:	Complete
Accessibility Requirement:	Training on the Integrated Accessibility Standards Regulation and the <i>Human Rights Code</i>	Compliance Deadline:	Jan. 1, 2015
Current Barriers:	None		
Plan to Meet Requirements:	All current staff have been trained on the IASR and the <i>Human Rights Code</i> . Training on the IASR and the <i>Human Rights Code</i> has been added to new hire orientation; all new staff will receive training as soon as is practicable upon hiring.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete ongoing

Information and Communication Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	Jan. 1, 2015
Current Barriers:	None		
Plan to Meet Requirements:	Updates made to current feedback process to implement AODA requirements.		



Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Identify accessible formats, communication tools, and alternatives.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Develop and communicate Emergency Response Plan.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	Jan. 1, 2021
Current Barriers:	None		
Plan to Meet Requirements:	Second Harvest will ensure that our website, and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance with the schedule set out in the IASR.		



Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources; Development, Marketing & Communications; Finance & Shared Services	Results:	In progress

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Communication of practices, policies, and procedures.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Communication of practices, policies, and procedures.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	Jan. 1, 2016



Current Barriers:	None		
Plan to Meet Requirements:	Identify communication formats and tools and identify options.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Review annually to ensure this meets the AODA requirements.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Annual review completed December 2019
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Review current practices, policies, and procedures to meet AODA requirements.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Return to work process	Compliance Deadline:	Jan. 1, 2016



Current Barriers:	None		
Plan to Meet Requirements:	Review current practices, policies, and procedures to meet AODA requirements.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Performance management process	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Review current practices, policies, and procedures to meet AODA requirements.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Review current practices, policies, and procedures to meet AODA requirements.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Redeployment	Compliance Deadline:	Jan. 1, 2016



Current Barriers:	None		
Plan to Meet Requirements:	Review current practices, policies, and procedures to meet AODA requirements.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete

Design of Public Spaces (<i>Accessibility Standards for the Built Environment</i>)			
Accessibility Requirement:	Make outdoor public eating areas accessible	Compliance Deadline:	Jan. 1, 2017
Current Barriers:	None		
Plan to Meet Requirements:	Second Harvest will ensure that any newly constructed and/or redeveloped outdoor public use eating areas have a minimum 20% of tables that are made accessible in accordance with the <i>Integrated Accessibility Standards</i> .		
Potential Future Barriers:	Unknown		
Responsible Authority:	Strategic Business Initiatives; Finance & Shared Services; Human Resources	Results:	Complete ongoing
Accessibility Requirement:	Make exterior paths of travel accessible	Compliance Deadline:	Jan. 1, 2017
Current Barriers:	None		
Plan to Meet Requirements:	Second Harvest will ensure that any newly constructed or redeveloped exterior paths of travel will meet the technical requirements of the <i>Integrated Accessibility Standards</i> .		
Potential Future Barriers:	Unknown		



Responsible Authority:	Strategic Business Initiatives; Finance & Shared Services; Human Resources	Results:	Complete ongoing
Accessibility Requirement:	Make parking accessible (off-street)	Compliance Deadline:	Jan. 1, 2017
Current Barriers:	None		
Plan to Meet Requirements:	Second Harvest will ensure that any newly constructed or redeveloped off-street parking facilities meets the required number and types of accessible parking spaces based on the size of the lot. Access aisles will be provided for all accessible parking spaces and will meet the requirements of the <i>Integrated Accessibility Standards</i> .		
Potential Future Barriers:	Unknown		
Responsible Authority:	Strategic Business Initiatives; Finance & Shared Services; Human Resources	Results:	Complete ongoing
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible	Compliance Deadline:	Jan. 1, 2017
Current Barriers:	None		
Plan to Meet Requirements:	Second Harvest will ensure that when constructing or replacing any service counters, at least one counter is made accessible in accordance with the <i>Integrated Accessibility Standards</i> .		
Potential Future Barriers:	Unknown		
Responsible Authority:	Strategic Business Initiatives; Finance & Shared Services; Human Resources	Results:	Complete ongoing
Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline:	Jan. 1, 2017
Current Barriers:	None		
Plan to Meet Requirements:	Second Harvest shall ensure that preventive and emergency maintenance procedures for the accessible elements in public spaces are reviewed annually, and that procedures for temporary disruptions to accessible elements are provided in a timely manner.		



Potential Future Barriers:	Unknown		
Responsible Authority:	Strategic Business Initiatives; Finance & Shared Services; Human Resources	Results:	Complete ongoing

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete



Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Second Harvest's goods, services, or facilities if the person's service animal is excluded from the premises	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		



Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline:	July 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	
Accessibility Requirement:	Provide advance notice if there is an admission charge for a support person	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Waive the admission charge when a support person is required to accompany a person with a disability	Compliance Deadline:	July 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		



Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	July 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	All current staff have been trained on accessible customer service. Training on accessible customer service has been added to new hire orientation; all new staff will receive training as soon as is practicable upon hiring.		



Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete ongoing
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	July 1, 2016
Current Barriers:	None		
Plan to Meet Requirements:	Ongoing review of policy changes.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy and process development, communication.		



Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Document development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	None		
Plan to Meet Requirements:	Policy development and communication.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Human Resources	Results:	Complete

Review and Update



This document was created on December 19, 2019 and must be reviewed and updated by December 19, 2024.