



ACCESSIBILITY POLICY AND MULTI-YEAR PLAN

UFCW Locals 175 & 633

December 2023

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Contents

UFCW LOCALS 175 & 633 ACCESSIBILITY POLICY	1
1. Statement of Commitment to Accessibility.....	2
2. Application	2
3. Assistive Devices.....	2
4. Service Animals.....	3
5. Support Persons.....	3
6. Communication.....	3
7. Notice of Availability of Documents.....	3
8. Emergency Information.....	4
9. Notice of Temporary Disruption	4
10. Design of Public Spaces.....	4
11. Employment.....	5
12. Training.....	6
13. Changes to Existing Policies	7
14. Feedback Process and Contact Information.....	7

This document shall be provided in an accessible format as necessary. A printed and scanned version of this document is not accessible for some.

1. Statement of Commitment to Accessibility

The United Food and Commercial Workers, Locals 175 & 633 ("Local 175") is committed to providing an accessible, inclusive environment for all members, staff, suppliers and any visitors who may either enter our premises open to the public, access our information or use our services in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by identifying, preventing and removing barriers that impede the ability of persons with disabilities and by meeting our accessibility requirements under Ontario's accessibility laws. This includes complying with our obligations under the *Accessibility for Ontarians with Disabilities Act* ("AODA") and the *Integrated Accessibility Standards*.

Local 175 is committed to excellence in serving all members, staff, and visitors, including people with disabilities. Local 175 commits to do this in a way that respects the dignity and independence of people with disabilities and allow them to access our services and benefits in the same place and similar way as other customers/members, staff, and visitors.

2. Application and Purpose

This policy applies to all Local 175 elected officials, directors, coordinators, representatives, and administrative and support staff at the head office and all regional offices. The purpose of this document is to outline the plan and procedures in place at Local 175 to help identify, prevent and remove barriers that impede a person's ability to access our premises, information, or use our services, or in employment with Local 175.

3. Assistive Devices

Local 175 is committed to serving people with disabilities who use assistive devices to use or obtain our information and services. Training will be provided to all people this policy applies to on the assistive devices that people with disabilities may use.

4. Service Animals

Local 175 is committed to serving and welcomes people with disabilities who are accompanied by support animals on the parts of our premises that are open to the public, at any of our locations. Training will be provided to all people this policy applies to, on how to interact with individuals with disabilities that are accompanied by a service animal.

5. Support Persons

Local 175 is committed to serving and welcomes people with disabilities who are accompanied by a support person. A support person does not have to be a paid support worker but could be a family member or friend that helps a person with a disability perform daily tasks. Any person with a disability who is accompanied by a support person shall be allowed to enter Local 175 premises that are open to the public, with his/her/their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

6. Communication

We communicate with people with disabilities in ways that accommodate their disability. We will work with the person with disabilities to determine what method of communication works for them. Local 175 will ensure the website and the content of the website continues to conform with WCAG 2.0 Level AA.

7. Notice of Availability of Documents

Local 175 shall notify customers/members, employees, and visitors that Local 175's Policies and documents necessary to access services are available upon request and in a format that takes into account the person's disability. Notification will be given on Local 175's website and/or by any other reasonable method of notification.

8. Emergency Information

Local 175 is committed to providing our members and visitors with publicly available emergency information. Such information will be provided in an accessible format to meet individual needs.

9. Notice of Temporary Disruption

Local 175 is committed to making reasonable efforts to provide customers/members, employees, and visitors with advanced notice in the event of a disruption to services within the organization, usually used by people with disabilities. Signs and printed notices will be prominently displayed in a conspicuous place or places where they are most likely to come to the attention of customers/members, employees, and visitors. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternate facilities or services, if available. In the event of an unexpected disruption within the organization, we may not be able to give advance notice.

10. Design of Public Spaces

Local 175 will meet the *Integrated Accessibility Standards* and *Ontario Building Code* requirements, and any other relevant legislation, when building or making modifications to buildings to include enhancements to accessibility in Local 175's buildings. Our public spaces include:

- a. Outdoor paths of travel like sidewalks, ramps, stairs, and curb ramps;
- b. Accessible off-street parking; and
- c. Service-related elements such as service counters and waiting areas.

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

11. Employment

Hiring

Local 175 is committed to fair and accessible employment practices and will perform all undertakings in a manner that is consistent with the collective agreement obligations of Local 175. Local 175 will accommodate the accessibility needs to people with disabilities during the recruitment and assessment process during hiring. We will take the following steps to notify the staff and public that:

- a. All jobs posted to the public will indicate that Local 175 is an equal opportunity employer; and
- b. Local 175 will provide any necessary accessibility-related accommodation up to undue hardship during the hiring process.

Addressing Barriers

Local 175 will take the following steps to identify, prevent, and remove accessibility barriers:

- a. Assess head office and all regional offices to identify barriers on a regular basis; and
- b. Continue open dialogue with staff to identify accessibility needs.

Individualized Accommodation Plans, Return to Work Plans, and Emergency Response Plans

Local 175 has a written process to develop individualized accommodation plans, return to work plans, and emergency response plans for employees with disabilities. This process is set out in the Accommodation, Return to Work, and Emergency Response Plan Workbooks. There is a workbook for the employee, the employee's union

representative, and employer to work on together and another workbook for the employer to complete.

We notify staff about this process as soon as practicable after they begin employment.

Performance Management, Career Development, and Redeployment

Local 175 will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in Local 175's performance management, career development, and redeployment processes:

- a. Opportunities will be equally accessible to all staff throughout the mentioned processes;
- b. An individual's disability or accessibility-related needs shall be taken into account during any employee evaluation process; and
- c. All training and development programs will be available in a variety of formats and will consider accessibility needs of employees with disabilities.

12. Training

Local 175 is committed to providing training to all elected officials, directors, coordinators, representatives, support staff, and administrative staff, including those that interact with the public as it pertains to the provision of goods and services.

All staff will receive training appropriate for their role. This will include the principles of customer services regarding dignity, equity, inclusion, integration, independence, and equality as well as:

- a. The purpose of the *AODA* and the accessibility standards requirements;
- b. The Ontario *Human Rights Code* and the obligations regarding accommodation that flow from it for individuals with disabilities;

- c. How to communicate and interact with people with disabilities and who require the use of an assistive device, service animal, or support person;
- d. Ensuring that those who need information in an accessible format receive appropriate accommodations; and
- e. Local 175's policy, practices, and procedures relating to customer service and accessibility.

Local 175 will provide the above training as soon as practicable after hiring a new employee. As well, employees will be trained on and apprised of any material changes to accommodation and/or accessibility policies. Local 175 will maintain records of when this training is administered and the number and identity of attendees.

13. Changes to Existing Policies

Local 175 is committed to developing and maintaining policies and procedures that respect the dignity and independence of people with disabilities. Any Local 175 policy, practice, or procedure that does not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This Accessibility Policy and Multi-Year Plan will be updated at least every five years.

14. Feedback Process and Contact Information

United Food and Commercial Workers Canada, Locals 175 & 633, welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided in the following ways:

- a. By mail

AODA Administrator
UFCW Locals 175 & 633
2200 Argentia Road
Mississauga Ontario L5N 2K7

b. By email

membership@ufcw175.com

c. By phone

905-821-8329 extension 2233

d. By fax

905-821-7144

All feedback, including complaints, will be directed to and handled by the AODA Administrator. Those who make inquiries can expect to hear back in a timely manner.

United Food and Commercial Workers Canada, Locals 175 & 633 ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.