



Integrated Standard Plan 2021 -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.	Information Technology department



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2. Feedback from Customers & Employees	1-Jan-2015	Sec. 11 Receiving and providing feedback in an accessible format	No	<p>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 are available, and employees are notified that if they require an accessible format to notify The Beer Store of their requirement for an accessible format.</p> <p>We provide accessible formats or communication supports to receive and respond to feedback from our customers. This is communicated through this multi-year plan posted on our website.</p> <p><i>The Beer Store's</i> customers who wish to provide feedback on the way we provide goods, services or facilities to people with disabilities can provide feedback via:</p> <p>Email CustomerService@TheBeerStore.ca Phone: 1-888-948-2337 Or by mail: The Beer Store, 280 Sovereign Road, London, Ontario, N6M 1B3, Attn: Customer Service</p>	Call Centre, Human Resources (HR) department



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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 facilitates the conversion into an accessible format. This minimizes the amount of time a customer would have to wait for an accessible document. The Beer Store, upon request, provides or arranges for the provision of accessible formats and communication supports for persons with disabilities. Labels or product information are outside the control of the company and are provided by brewers.	Marketing department
		Sec. 12 Communication Supports	No	Accessible formats and communication supports are provided in a timely manner which takes into account the person's needs. The cost to provide this service is not incurred by the customer. The customer is consulted with to determine the suitability of an accessible format or communication support. Information about goods, services or facilities is available on the company website.	Marketing department
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 is able to provide the information or communication supports quickly. In other cases we require more time due to the complexity of the document and resources or internal capacity of the organization. At most, customers receive accessible documents or communication supports within 10 business days.	Marketing department



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6. Posting Requirements	1-Jan-2016	Sec. 12 Public must be notified about accessible formats & communication supports	No	The Beer Store notifies the public about the availability of accessible formats and communication supports via the company website.	Marketing department
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 publicly 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. The website is in conformance.	Marketing department
	1-Jan-2021	Sec. 14 All internet websites and web content	No	Significant changes to the website are coordinated in-house, with the support of external vendors, as needed. The tips for working with web developers (Source: https://www.ontario.ca/page/how-make-websites-accessible#section-6) is utilized to assist the company and external vendors to maintain the accessibility requirements.	Marketing department



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 are posted on the "Careers" page of the company website.	Retail – Store Managers Distribution – DC Manager, Supervisors Corporate office – Dept. Manager, Human Resources department
	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 notifies applicants when they are called for an interview about the availability of accommodations during the selection process.	Retail – Store Managers Distribution – DC Manager, Supervisors Corporate office – Dept. Manager, Human Resources department
	1-Jan-2016	Sec. 24 Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities	No	The Beer Store notifies successful applicants 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 has incorporated this requirement into its orientation checklist.	Human Resources department



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	1-Jan-2016	Sec. 25 Informing Employees of Supports - all employees must be informed of polices used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	No	The Beer Store informs all employees of their policies for supporting employees with disabilities, including via periodic re-training. All new hires are informed upon hire.	Manager, Learning and Development, Human Resources department
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, upon request, consults 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 is completed and the accessible formats and/or communication supports that will be provided to the employee are noted in the plan.	Human Resources department
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 creates an individualized workplace emergency response plan 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 is provided with the necessary information to assist the employee with the disability.	Disability Services Manager



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			Yes or No		
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 is 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 is reviewed when there is a change in the employee's disability or job.	Disability 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 has 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 is 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.	Disability Services Manager
6. 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 considers the accessibility needs of employees with disabilities in the area of performance management.	Human Resources department



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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 takes 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 Disability Services Manager
8. 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	When The Beer Store conducts a redeployment process, it considers the accessibility needs of employees with disabilities before moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan is reviewed and updated to reflect the changes in their new responsibilities.	Human Resources in consultation with Disability Services Manager



Part IV.I: Design of Public Spaces Standard (Accessibility Standards for the Built Environment)

Component		Deadline	Requirement	Gaps	Action(s)	Who
1.	Exterior Paths of Travel	1-Jan-2017	Sec. 80.21 Applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.	No	<p>The Beer Store’s lease hold agreements require the lessor to ensure all assessable elements in common areas are maintained and comply with applicable requirements.</p> <p>Exterior paths that The Beer Store has constructed or redeveloped meet the accessibility requirements as outlined in Ontario Regulation 191/11.</p>	Real Estate, local management
2.	Accessible Parking	1-Jan-2017	Sec. 80.32 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.	No	<p>The Beer Store’s lease hold agreements require the lessor to ensure all assessable elements in common areas are maintained and comply with applicable requirements.</p> <p>Accessible parking that The Beer Store has constructed or redeveloped meets the accessibility requirements as outlined in Ontario Regulation 191/11.</p>	Real Estate, local management



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3.	Obtaining Services	1-Jan-2017	<p>Sec. 80.40 1. All newly constructed service counters and fixed queuing guides.</p> <p>2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.</p>	No	<p>AODA requires service counters be at the height of someone on a mobility device. For further guidance on this requirement the CSA B651 – 12 was referenced to ensure service counters were at least 680 mm or 27 inches in height or a clear opening.</p> <p>The Beer Store has not constructed or redeveloped any fixed queuing guides or waiting areas since January 1, 2017. Should The Beer Store construct or redevelop any fixed queuing guides or waiting areas in the future, it will ensure they meet the accessibility requirements as outlined in Ontario Regulation 191/11.</p>	Real Estate (Construction)
4.	Maintenance of Accessible Elements	1-Jan-2017	<p>Sec. 80.44 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.</p>	No	<p>The Beer Store’s lease hold agreements require the lessor to ensure all assessable elements in common areas are maintained.</p> <p>Any accessible elements The Beer Store is solely responsible for have maintenance schedules as required under other legislation such as the TSSA for our elevators.</p> <p>Procedures for dealing with temporary disruptions have been established and communicated at the location(s).</p>	Real Estate (Maintenance & Repairs)