# PINGLES FARM MARKET MULTI-YEAR PLAN 2023 - 2027

**Introduction**

Pingles Farm Market is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

This Multi-year Accessibility Plan provides an overview of Pingles Farm Market's commitment to accessibility planning and outlines the policies, achievements and actions that Pingles Farm Market has put in place to improve opportunities for people with disabilities and those actions we will undertake to identify, remove and prevent barriers to people with disabilities.

The current plan covers a three year period (2023- 2027).

**Statement of Commitment**

Pingles Farm Market 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 Accessibility for Ontarians with Disabilities Act. Pingles Farm Market has developed policies, procedures, and practices consistent with the principles of dignity, independence, integration, and equal opportunity. All documents are available upon request from Pingles Farm Market.

Our accessibility plan is designed to ensure we meet legal requirements and increase inclusive and equitable treatment of people with disabilities.

To facilitate this commitment, Pingles Farm Market will establish, maintain and document a multi-year accessibility plan, that will be reviewed and updated every year to identify progress made in addressing barriers and it will be posted on the Pingles Farm Market website.

OBJECTIVES ;

The objectives of this plan will be to;

- Describe the process by which Pingles Farm Market identifies, removes and prevents barriers to people with disabilities;
- Describe the measures that Pingles Farm Market has taken to fulfill the accessibility requirements within the Customer Service Standard and IASR;
- Describe the measures that Pingles Farm Market will take within the next three (3) years to meet the minimum requirements set out within the IASR legislation;
- Describe Pingles Farm Market’s strategy related to the training, awareness, communication and integration of accessibility into the culture of the organization;
- Describe the ways that Pingles Farm Market will make this accessibility plan available to the public.

**Mandate**

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- The objective of the Pingles Farm Market Accessibility Plan is to ensure that the Organization complies with AODA by identifying and facilitating the removal of barriers to equal access among persons with disabilities, including clients, their families, visitors, employees and volunteers.
- This plan will be reviewed annually to address the outcomes of the deliverables and activities as stated in this plan and contribute to changes of this plan as required. Following the review, the updated plan will be placed on our website and made available on request.

**Methods used to identify Barriers at Pingles Farm Market**

Barriers have been identified by Pingles Farm Market. Feedback can be received through our AODA feedback form, via email, telephone, mail, fax or in person. Compliments/complaints are welcomed to ensure we are continuously improving our processes and services, doing so in a manner which is equitable and accessible for all. The Program Manager will be notified of any complaints received and logged related to accessibility issues and will be responsible to request action be taken by the appropriate functional area within the organization. Such feedback will also form part of the content of the Accessibility Plan, within the following areas; Customer Service, Information and Communication, Employment, Transportation and Built Environment.

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**What we have accomplished - Actions taken to Date**

| Category of Barrier | Barrier Within Pingles Farm Market | Means to Prevent or Address Barrier | Status |
|---|---|---|---|
| **Customer Service/ Organizational** | AODA Policy | Created a Pingles Farm Market AODA Accessibility Plan for staff and customers, and a Pingles Accessibility Feedback form that is available on our website as well as permanent copies on our retail floor. | **Complete** |
| **Training** | AODA Customer Service Training | Employees receive AODA Customer Service Training and review Pingles Farm Market AODA plan and feedback form during new hire orientation. All staff sign that they have read and understand these policies. | **Complete** |

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| **Information/ Communication** | Diversified communication methods.<br><br>Employees:<br><br><br>

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| **Employment** | Job competition accessibility notification. | Job postings identify and note if candidate requires accommodation to put in a request to HR | **Complete** |
| | | Employment package stating accommodations available to special needs | **Complete** |
| | | Employment statement is included on our website. | **Complete** |
| | | Established an emergency response form for employees that identify with needing special assistance in the event of an emergency. | **Complete** |
| **Physical Environment (Built Environment)** | Clear "fire exit" signs | "running man" exit signs installed | **Complete** |
| | Accessible seating | Replaced picnic tables with table and chairs that are more accessible | **Complete** |
| | Accommodations for those who need a rest while shopping | Seating throughout the store | **Complete** |
| | Wheelchair accessible parking. | Clearly signed parking | **Complete** |
| **General** | Accessibility Plan - mandatory requirement | Developed a multi-year Accessibility Plan for Pingles Farm Market which outlines our strategy to prevent and remove barriers and meet the Act; do an annual update of the plan on actions completed and new actions proposed and annual 'status report' for AODA | **Complete** |

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**Barriers Pingles Farm Market will address in 2019-2022**

| Category of Barrier | Barrier Within Pingles Farm Market | Means to Prevent or Address Barrier | Status |
|---|---|---|---|
| **Customer Service** | Clean and clear marketing | Large print posters and brochures, with high contrast colour and clear layouts | **In Progress** |
| **Information/ Communication** | Improve communication regarding AODA | Link to the plan on our website<br>Information available in multiple formats. | **In Progress** |
| **Training** | Continuous update regarding policies & procedures | Attitudinal training for employees<br>Training on the Integrated Accessibility Standards Regulation and Human Rights Code as it pertains to persons with disabilities | **Not Started** |
| **Technology** | Improve access to web site for a range of disabilities | Review legislative requirements and how to apply to website. | **Not Started** |

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| **Physical Environment**<br>**(Built Environment)** | Doors on site do not automatically open<br><br>Gravel driveway and parking lot | Staff to assist person with disabilities to greet at door and assist in entering building/rooms<br><br>Maintain gravel parking lot when necessary to allow access by all.<br>Clearly mark any areas temporarily inaccessible.<br>Pave driveway and parking areas to allow easier access | **In Progress**<br><br>**Ongoing**<br><br>**Ongoing**<br>**Not Started** |
| **General** | Attitudinal Barriers | Train staff to interact and communicate with people with different types of<br>Assistive devices, Accessible formats and communication supports .disabilities. | **In Progress** |
| **Information/**<br>**Communication** | Services are provided only in English. | Ensure employees are informed and can access interpretative language services upon request for customers or welcomes a support person to assist customer. | **Not Started** |
| | No staff binder for AODA training and support materials | Create a binder to contain all the pertinent information in one spot | **In Progress** |

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| **Employment** | Accommodation in return to work | Have a written return to work strategy implemented which outlines the steps the employer takes to facilitate the return to work and include and individual accommodation plan. Currently provide accommodation plans for employees with disabilities. Need a return to work policy to relate information and process. | **In Progress** |
| **Systemic** | No leadership or accountability to address issues related to people with disabilities. | Designate a contact person to implement accessibility policies and procedures. | **In Progress** |