

Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan

Our Commitment – In fulfilling our mission, SUNRIPE strives to treat all people in a way that allows them to maintain their dignity and independence. 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, 2005.

Category: General Requirements

Section	Piece	Requirement	Gaps Y/ N	Action(s)	Status	Compliance Date
3.	Establishment of Accessibilities Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	No	Policies have been drafted and approved.	Completed	1-Jan-2014
4.	Accessibility Plans	Large organizations shall: (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years.	No	Multi-year accessibility plan complete.	Completed	1-Jan-2014
6.	Self-Serve kiosks	Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	No	SUNRIPES debit machines are on a post that can be rotated up, down, left and right. They are low to the ground and have a raised dot on the number 5 to facilitate finger placement. All staff are trained on the customer service standard.	Completed	1-Jan-2014
7.	Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code.	No	SUNRIPE provides training to team members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the needs and requirements of the team member.	On-going	1-Jan-2015

Category: Information & Communication

Section	Piece	Requirement	Gaps Y/N	Action(s)	Status	Deadline
11.	Feedback form Customers & Employees	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	No	SUNRIPE'S website offers a variety of contact methods, they include email, fax, phone number and mailing address. SUNRIPE employees are to notify their Manager if they require an accessible format. A variety of methods are available upon request.	Complete	1-Jan-2015
12.	Accessible Formats and Communication Supports	Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. <ul style="list-style-type: none"> • a) in a timely manner that takes into account the person's accessibility needs due to disability; and • (b) at a cost that is no more than the regular cost charged to other persons 	No	SUNRIPE shall upon request provide or arrange for the delivery of accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the customer. The customer will be 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	On-going	1-Jan-2016
12.	Meeting requests in a timely manner	HTML, MS Word, accessible electronic formats	No	In some cases, SUNRIPE will be able to provide the information or communication supports quickly. In other cases, SUNRIPE may need more time for a variety of reasons, such as the availability of the format requested, the complexity and amount of information being provided, and the resources and internal capacity of the organization.	On-going	1-Jan-2017

12.	Positing Requirements	Public must be notified about assessible formats & communication supports	No	SUNRIPE has their customer service standard policy, posted on the bulletin board in the foyer. SUNRIPE is in the process of adding this to our company web page.	In-progress	1-Jan-2017
14.	Accessible Websites & Web Content	Applies to new internet websites & Content WCAG2.0 A	Yes	SUNRIPE is currently 88% compliant on our Website. Working on a fix for the remainder 12%	In-progress	1-Jan-2014
		All internet websites and web content WCAG 2.0 Level AA	No	By January 1 st , 2020, SUNRIPE will conform to WCAG 2.0 Level AA	To be complete	1-Jan-2020

Category: Employment

Section	Piece	Requirement	Gaps Y/N	Action(s)	Status	Deadline
22.	Recruitment	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	No	SUNRIPE's open positions are posted on indeed. The availability of accommodation(s) for applicants in the recruitment process will be posted on the bottom of each job advertisement.	On-going	1-Jan-2016
23.	Recruitment	Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available.	No	SUNRIPE shall inform applicants that are invited in for an interview that accommodations are available.	On-going	1-Jan-2016
24	Recruitment	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	No	SUNRIPE will notify successful applicants of their policies for accommodating employees with disabilities during the orientation process. Orientation is modified to the individual's needs.	On-going	1-Jan-2016

25	Recruitment	Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	No	SUNRIPE will inform all employees of their policies for supporting employees with disabilities. New and amended policies are posted in the company information bulletin board, located in the lunch room. All new hires will be informed upon orientation.	Complete	1-Jan-2016
26.	Accessible formats and communication supports for employees	where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for. <ul style="list-style-type: none"> • (a) information that is needed in order to perform the employee's job; and • (b) information that is generally available to employees in the workplace. 	No	SUNRIPE will, upon request, consult 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 will be completed, and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan	On-going	1-Jan-2016
27.	Workplace emergency response information	Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability.	No	SUNRIPE will create an individualized workplace emergency response form 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 help the employee will be provided with the necessary information to assist the employee with the disability.	On-going	1-Jan-2012
28.	Documented individual accommodation plans	Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	No	SUNRIPE will develop an individualized accommodation plan for any employee that SUNRIPE has been made aware of their disability.	On-going	1-Jan-2016

29.	Return to work process	<p>Every employer, other than an employer that is a small organization,</p> <ul style="list-style-type: none"> • (a) shall develop and have 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; and • (b) shall document the process. 	Yes	SUNRIPE has a return to work policy in place.	On-going	1-Jan-2016
30.	Performance Management	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	No	SUNRIPE will consider the accessibility needs of employees with disabilities in the area of performance management.	On-going	Jan-1-2016
31.	Career Development and Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	No	SUNRIPE will consider what accommodations, employees with disabilities may need. To be able to succeed elsewhere in the organization or to take on new responsibilities in their current position.	On-going	Jan-1-2016
32.	Redeployment	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	No	Should SUNRIPE reassign an employee, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.	On-going	Jan-1-2016

80.	Public Spaces	Preventative and emergency maintenance of public spaces	No	Any time a disruption occurs, we will provide customers notice entailing the reason for the disruption, the estimated duration, and a description of an alternative facility or service, if available. In the event of planned disruption advanced notice will be provided.	On-going	Jan-1-2016
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