

Accessibility Multi-Year Plan

s.t.o.p. Restaurant Supply is committed to providing a barrier-free environment for our customers, employees, visitors, and other stakeholders who enter our premises. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Our Multi-Year Accessibility Plan outlines our approach to establish accessibility for persons with disabilities.

1. Accessible Workplace Emergency Information

We are committed to providing employees with disabilities individualized emergency information in an accessible way upon request. This information is part of our orientation and is posted on bulletin boards throughout our facilities.

Completion Date – January 1, 2012
Status – Implemented

1.1 Accessible Emergency Information

We are committed to providing persons with disabilities publicly available emergency information in an accessible format upon request.

Completion Date – January 1st, 2012
Status – Implemented

2. Training

Accessibility training is provided to all employees. This training will be provided on an ongoing basis as policies change. Records of training are kept.

Completion Date – January 1st, 2015
Status – In Progress

3. Information and Communications – Accessible Formats and Communication Supports

We are committed to meeting the communication needs of persons with disabilities.

Upon request, we will provide or arrange for publically available information in accessible formats and/or with communication supports for persons with disabilities in a timely manner, taking into account the person's accessibility needs due to disability. We may consult with the person to determine the suitability of accessible format or communication support.

Completion Date – January 1, 2016
Status – In progress

3.1 Information and Communications – Feedback Process

Processes for receiving and responding to feedback will be provided in an accessible format or communication supports will be provided or arranged for upon request. We may consult with the person to determine the suitability of accessible format or communication support required.

Completion Date – January 1, 2015

Status – In progress

3.2 Information and Communications- Websites and Web Content

s.t.o.p. Restaurant Supply is committed to making our websites usable and functional by persons of all abilities and to make sure new websites and web content published after January 1st, 2012 conforms to WCAG 2.0, Level A

Completion Date – January 1, 2014

Status – In Progress

We will take the necessary steps to make sure websites and web content published after January 1st, 2014 confirms with WCAG2.0, Level AA.

Completion Date – January 1, 2021

Status – In Progress

4 Employment

s.t.o.p. Restaurant Supply is committed to fair and accessible employment practices. Upon request, we will accommodate people with disabilities during the recruitment and assessment process and when people are hired.

Completion Date – January 1, 2016

Status – In Progress

5 We will review this accessibility plan every 5 years.

6 Questions about our Statement of Commitment or Multi-year Accessibility Plan

If anyone has questions about this document, please e-mail shannon.phillips@shopatstop.com or contact the Accessibility Coordinator at 519-748-2190 ext 1206

Accessible formats of this document are available free upon request from:

shannon.phillips@shopatstop.com or the Accessibility Coordinator at 519-748-2190 ext 1206