

# Robinson's General Store Accessible Customer Service Policy

Robinson's General Store is committed to excellence in serving all customers, including people with disabilities.

## Communication

We will communicate with people with disabilities in ways that take into account their disability.

## Assistive Devices

Customers are welcome to use their own personal assistive devices to access our merchandise and services.

## Service Animals and Support Persons

Support people and service animals are welcome to accompany people with disabilities while shopping in our store.

## Interruption of Services

If we are temporarily unable to offer any special facilities or services that assist customers with disabilities, we will immediately provide notice of this interruption and the anticipated time when these services will be resumed.

## Training

All Robinson's General Store employees will receive training regarding the provision of goods and services to persons with disabilities. New employees will receive this training as part of their new employee training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA).
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty accessing our goods or services.

## Feedback

Robinson's General Store accepts feedback on the AODA from the public in person, by telephone, or in writing. All feedback will be reviewed by management. Complaints will be investigated and follow up will be provided to the customer when requested.

## Documents

Robinson's General Store will provide a written description of this plan to customers who request it. We will take into account the person's ability to access the information and will endeavour to provide the document or information contained in the document in a format that reasonably meets the person's individual needs.

# **Integrated Accessibility Standards Policy and Multi-Year Accessibility Plan for Robinson's General Store**

## **Introduction**

This 2014-21 accessibility plan outlines the policies and actions that Robinson's General Store will put in place to improve opportunities for people with disabilities. This document will be reviewed and updated at least once every five years. A notice will be posted in a public place in the store advising that a copy of this document is available upon request. Upon request, we will provide a copy of this document in an accessible format.

## **Statement of Commitment**

Robinson's General Store 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 where possible under the Accessibility for Ontarians with Disabilities Act.

## **Training**

Robinson's General Store will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be appropriate to the duties of the employee. Employees will be trained when changes are made to the accessibility policy. New and returning employees will be trained as soon as practicable. Robinson's General Store will keep a record of the training it provides.

Deadline: January 1, 2015

Robinson's General Store will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Determine training requirements and develop training
- Deliver training to year-round staff by the end of 2014
- Train returning staff as soon as practicable
- Train new employees as part of new employee orientation
- Update training as required

## **Kiosks**

Robinson's General Store will consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

Deadline: January 1, 2014

## **Information and Communications**

Robinson's General Store is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

### **Feedback**

Robinson's General Store will ensure that its processes for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Deadline: January 1, 2015

### **Accessible Formats and Communication Supports**

Upon request, Robinson's General Store will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication support.

We will also notify the public about the availability of accessible formats and communication supports.

Deadline: January 1, 2016

### **Accessible Websites and Web Content**

Robinson's General Store will ensure that our Internet websites, including web content, conform to the WCAG 2.0, Level AA standard, except where this is impracticable.

Deadline: January 1, 2021

If we undertake a redesign of our website before that, we will ensure that it conforms to WCAG 2.0, Level A.

Deadline: January 1, 2014

## **Employment Standards**

Robinson's General Store is committed to fair and accessible employment practices.

### **Recruitment**

Robinson's General Store will notify the public about the availability of accommodation for applicants with disabilities in its recruitment process in all recruitment notices.

Deadline: January 1, 2016

### **Recruitment, Assessment or Selection Process**

Robinson's General Store will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request throughout the recruitment process.

If a selected applicant requests an accommodation, we will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

Deadline: January 1, 2016

### **Notice to Successful Applicants**

When making offers of employment, Robinson's General Store will notify the successful applicant of its policies for accommodating employees with disabilities.

We will develop and document policies for accommodating employees with disabilities.

Deadline: January 1, 2016

### **Informing Employees of Supports**

Robinson's General Store will inform employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account the employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Deadline: January 1, 2016

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, Robinson's General Store will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job and information that is generally available to other employees.

Deadline: January 1, 2016

### **Workplace Emergency Response Information**

Robinson's General Store will provide employees with disabilities with individualized emergency response information when necessary.

Deadline: January 1, 2012

**Documented Individual Accommodation Plans**

Robinson's General Store will create and maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

Deadline: January 1, 2016

**Return to Work Process**

Robinson's General Store will develop, document and maintain a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Deadline: January 1, 2016

**Performance Management, Career Development and Advancement & Redeployment**

Robinson's General Store will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Deadline: January 1, 2016