



Good Foot Delivery Accessibility Policy

1. Application

This Policy applies to all employees, operations and activities at Good Foot Delivery (“the Organization”).

2. Purpose

This Policy is intended to comply with the principles and guidelines set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The content is designed to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* (IASR), as well as Good Foot Delivery’s accessibility and inclusion goals. This Policy and the responsibilities described in Section 5 apply to the Organization’s operations, with the goal of removing and preventing accessibility barriers for its employees and customers.

3. Statement of Commitment to Accessibility

Good Foot Delivery provides engaging employment for individuals from the neuro-diverse community and we value a work environment that is safe, dignified, and welcoming environment for everyone. With inclusivity at our core, we are dedicated to providing accessible and inclusive services for all employees, job applicants, customers, and any individuals who use our goods, services, information, or facilities. Good Foot Delivery is committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). We strive to incorporate the principles of dignity, independence, integration, and equality of opportunity in all of our operations.

4. Definitions

The following terms are used in this policy and have the following meanings:

Accessible, Accessibility: products, services, facilities or environments that can be accessed, used by, or understood by all persons, including those with disabilities

Accessible or Alternate Formats: include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities

Assistive Devices: any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

Communication Supports: include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication

Disability: This policy uses the *AODA* and *Ontario Human Rights Code* definition of Disability, which defines a disability as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Information: includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

Kiosk: an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products

Public spaces: As defined by the *AODA*, public spaces include:

- Recreational trails/beach access routes;
- Outdoor public eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in provincial parks and local communities;
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off-street parking and accessible on-street parking; and
- Service-related elements like service counters, fixed queuing lines and waiting areas.

Service Animal: An animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or
- b) In Ontario, if the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to a disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.
 - vii. A member of the College of Physiotherapists of Ontario.
 - viii. A member of the College of Psychologists of Ontario.
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

Support Person: in relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services or facilities

Web Content Accessibility Guidelines: refers to the World Wide Web Consortium (W3C) recommendations entitled Web Content Accessibility Guidelines (WCAG)

5. Responsibilities

Training

Good Foot Delivery will provide AODA and accessibility training to all employees, volunteers, and Board members. This training will include, at minimum:

- The purpose and principles of the *Accessibility for Ontarians with Disabilities Act*;
- An overview of the requirements of the Customer Service standard;
- An overview of Good Foot Delivery's Accessibility Policy and related procedures;
- Tips on how to interact with persons with disabilities;
- Tips on how to interact with people who use an assistive device or require the assistance of a service animal or support person;
- Tips on what to do if a person with a disability is having difficulty accessing Good Foot Delivery's services, goods, or facilities;
- Role-specific areas of the AODA standards related to individual work responsibilities; and
- *Ontario Human Rights Code* content, as it relates to persons with disabilities.

This training will be provided:

- During the onboarding period for new employees, volunteers, or Board members;
- When changes are made to the AODA or other applicable provincial or federal accessibility or human rights legislation; and
- When changes are made to the Good Foot Delivery's accessibility policies or procedures.

The Organization will also ensure that individuals who are not employees but who are involved in the development and approval of accessibility-related policies, practices and procedures are trained on the AODA and *Ontario Human Rights Code* content that relates to persons with disabilities.

Information and Communication

Good Foot Delivery will provide information about the Organization and its services, including public safety information, in accessible formats or with communication supports, upon request. The Organization will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA that are referenced as requirements in the AODA. WCAG compliance will be a goal with any web content that Good Foot Delivery controls or manages.

Accessible or Alternate Formats and Communication Supports

Good Food Delivery communicates with persons with disabilities in ways that take into account their disability.

Upon request, the Organization will provide or arrange for the provision of accessible or alternate formats and communication supports for persons with disabilities, in a timely manner and at no additional cost to the individual. This may include alternate formats, upon request, such as large font, simplified summaries of information, Bell Relay Service (BRS), or text-only html emails.

In the event that Good Foot Delivery determines information or communications cannot be provided in the format requested, the Organization will provide an explanation to the individual making the request. The Organization will also provide a summary version of the information or communication requested.

Assistive Devices

Good Foot Delivery is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the Organization's goods and services.

Staff will be trained how to interact with persons with disabilities who use an assistive device.

Service Animals

Good Foot Delivery is committed to welcoming persons with disabilities who are accompanied by a service animal on Organization premises that are open to the public and other third parties. This excludes areas prohibited by law (for example, in an area where food is being prepared in a commercial kitchen).

Staff will be trained how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

Service animals can often be identified through visual indicators. For example, a guide dog might be wearing a harness or a vest with a certification badge or it may be helping a person perform tasks. If a service animal cannot be identified easily, Good Foot Delivery staff may request that the person with the animal provide documentation from a regulated health professional to confirm that the animal is required for reasons relating to their disability.

Support Persons

Good Foot Delivery is committed to welcoming persons with disabilities who are accompanied by a support person.

Any person with a disability who is accompanied by a support person will be allowed to access Organization premises that are open to the public and other third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the premises.

Staff will be trained how to interact with persons with disabilities who require the assistance of a support person. For example, employees are reminded to speak directly to their customer unless a customer who is accompanied by a support person requests otherwise.

Fees typically will not be charged to support persons for admission to Organization premises or events. In the event of support persons being charged fees to participate in any Good Foot Delivery activities, notification will be provided in advance.

Notice of Temporary Disruption

The Organization will provide notice in the event of a planned or unexpected disruption in accessible services or facilities usually used by persons with disabilities.

This notice will include information about:

- The reason for the disruption;
- The anticipated duration of the disruption; and
- A description of alternative facilities or services, if available.

Based on the type of accessible services that are disrupted, notice will be provided in an appropriate manner. This might include posting notice at the location of the disruption of facilities or services, emailing employees or customers about a disruption of accessible services, or posting notice of disruption at the front entrance of the Bathurst Street facility.

For lengthy and planned delays, notice will also be posted on the Good Foot Delivery website at <https://www.goodfootdelivery.com/Accessibility>.

Employees who notice disruptions of service or facilities are requested to notify Good Foot Delivery management so that appropriate action can be taken.

Accessibility Feedback

Feedback regarding accessibility to goods and services and the manner in which Good Foot Delivery employees interact with others is welcome and appreciated. Customer feedback helps the Organization identify barriers and respond to concerns.

Customers can provide feedback by email, phone, or by using the accessibility feedback form that is available upon request and on the Good Foot Delivery website at <https://www.goodfootdelivery.com/Accessibility>.

The Organization will provide a response to accessibility feedback within three business days. Concerns will be addressed according to the Organization's complaint management procedures and, if necessary, Organization management will work to address and resolve complaints with the individual providing feedback.

Establishment of Accessibility Policies and Plans

Good Foot Delivery will create and maintain a multi-year accessibility plan outlining its strategy to identify, prevent and remove barriers and to meet its requirements under the AODA. The Organization will post its accessibility plan on its website at <https://www.goodfootdelivery.com/Accessibility> and will provide the plan in an alternate format upon request.

The Organization will review and update its accessibility plan once every five years, in consultation with members of the Good Foot Delivery Board of Directors, as well as seeking input from staff, members of the Organization Accessibility Advisory Committee, Health and Safety Committee, and senior management.

Procuring or Acquiring Self-Service Kiosks

Currently, Good Food Delivery does not use self-service kiosks. The Organization will incorporate accessibility criteria and features when procuring or acquiring self-service kiosks, except where it is not possible or practical to do so.

If it is not possible and practical to incorporate accessibility criteria when procuring or acquiring self-service kiosks, the Organization will provide an explanation upon request.

Hiring (for applicants)

With a mission to provide employment to the neuro-diverse community, Good Foot's hiring policies reflect our commitment to inclusivity. We will notify the public that we will accommodate the needs of persons with disabilities throughout our selection and hiring process. During the selection process, we will include the following paragraph in print and online job postings:

At Good Foot Delivery, we are committed to accelerating inclusion and diversity and to creating a work environment where everyone feels like they belong. If you require an accommodation at any time during the recruitment process, we encourage you to contact us at HR@goodfootdelivery.com. We'd love to hear from you and we will make every effort to fulfill your request!

When scheduling an interview, we will ask applicants if they have any accommodation requests (for example, alternate formats of materials or an accessible meeting room). If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

Workplace information (for employees)

Upon request by an employee, the Organization will provide workplace information in an accessible or alternate format or offer communication supports when needed. Workplace information includes:

- Any information employees need to perform their jobs (for example, job descriptions and manuals), and
- General information that is available to all employees at work (for example, Organization newsletters, bulletins about Organization policies, and health and safety information).

The Organization will work with employees who request accommodations to determine how best to meet their needs and to provide accessible workplace information in a timely manner.

Good Foot Delivery will work with employees with disabilities to develop individual accommodation plans. Where necessary, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation.

The Organization will take into account any accessibility needs identified by employees during performance management, career development and redeployment processes.

Transportation

Good Foot Delivery does not provide or manage any Organization transportation services intended for the public. However, the Organization seeks to ensure that public transportation is accessible for its employees when considering workspaces and event venues.

Design of Public Spaces

When building or making major changes to public spaces of any workspaces that Good Foot Delivery owns or controls, the Organization will ensure that accessible designs are incorporated wherever possible.

Communicate accessibility policies

Good Foot Delivery will inform all employees about policies to support persons with disabilities.

Our Accessibility Policy will be reviewed with new employees when they are hired. If we modify our Accessibility Policy, all current employees will be informed via the Good Foot Delivery employee Intranet e-learning platform and through email.

The current Good Foot Delivery Accessibility Policy, Multi-year Accessibility Plan, and other public accessibility policies and procedures are posted at <https://www.goodfootdelivery.com/Accessibility>.

Changes to existing Organization policies

Good Foot Delivery will modify or remove any existing policies that do not respect and promote the dignity and independence of persons with disabilities.

Contact Us

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