

## Ontario Regulation 191/11 Integrated Accessibility Standard Regulation

### Part 1: General Requirements

Component	Deadline	Requirement	Action(s)
1. Establishment of Accessibility Policies	1-Jan-2014	<p><b>Sec. 3(2)</b> Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities</p> <p><b>Sec. 3(3)</b> Prepare one or more written documents describing its policies</p>	A third party, Workplace Safety & Prevention Services was contracted to complete the statement of commitment and policy on the Integrated Accessibility Standard Regulation.
2. Accessibility Plan	1-Jan-2014	<p><b>Sec. 4(1)</b> Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirement under this Regulation.</p>	Workplace Safety & Prevention Services was contracted to complete the multi-year accessibility plan.
3. Kiosks	1-Jan-2014	<p><b>Sec. 7(2)</b> Large organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>"Kiosk" means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.</p> <p>M&amp;M Food Market does not utilize kiosks currently. Should this change in the future, M&amp;M Food Market will ensure it meets this requirement.</p>

4.	<b>Training</b>	1-Jan-2015	<p><b>Sec. 7</b> Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities</p>	<p>All employees, volunteers, persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization will be trained.</p> <p>Training will be on the requirements of the Integrated Accessibility Standard and will be appropriate to the duties of the individual being trained. Employees will also be trained on the Ontario Human Rights Code as it pertains to persons with disabilities.</p>
5.	<b>Accessibility Report</b>	31-Dec-2017	<p><b>Sec. 86.1</b> Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations.</p>	<p>The next Accessibility Report will be filed on or before December 31, 2020.</p>

Part II: Information & Communications Standards

	<b>Component</b>	<b>Deadline</b>	<b>Requirement</b>	<b>Action(s)</b>
1.	<b>Feedback from Customers</b>	1-Jan-2016	<p><b>Sec. 11</b> Receiving and providing feedback in an accessible format</p>	<p>M&amp;M Food Market does solicit feedback from its customers. M&amp;M Food Market will ensure the feedback process contains information about the availability of accessible formats and communication supports to provide feedback.</p>
2.	<b>Accessible Formats and Communication Supports</b>	1-Jan-2016	<p><b>Sec. 12</b> Information about their goods and services or facilities</p>	<p>M&amp;M Food Market shall upon request, provide or arrange for the provision of accessible formats for persons with disabilities.</p> <p>The availability of accessible formats will be communicated through a posting at the reception desk for corporate and the stores and/or in our multi-year accessibility plan, which is</p>

				available on the company's website at <a href="http://www.mmfoodmarket.com">www.mmfoodmarket.com</a> .
			<b>Sec. 12</b> Communication Supports	Communication supports will be provided in a timely manner which considers a 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 a communication support.
3.	<b>Unconvertible Information</b>	1-Jan-2016	<b>Sec. 12</b> Examples: blue prints or x-rays	M&M Food Market is not aware of any unconvertible information currently. Should this change in the future, the accessibility plan will be amended.
4.	<b>Meeting requests in a timely manner</b>	1-Jan-2016	<b>Sec. 12</b> HTML, MS Word, accessible electronic formats	M&M Food Market will be able to provide the accessible documents or communication supports within ten (10) business days.
5.	<b>Posting Requirements</b>	1-Jan-2016	<b>Sec. 12</b> Public must be notified about accessible formats & communication supports	M&M Food Market will notify the public about the availability of accessible formats and communication supports via an AODA posting at the reception desk/stores and/or in our multi-year accessibility plan posted on the company's website at <a href="http://www.mmfoodmarket.com">www.mmfoodmarket.com</a> .
6.	<b>Emergency Procedures / Plan or Public Safety Information</b>	1-Jan-2012	<b>Sec. 13</b> If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	Any emergency procedures/plan or public safety information M&M Food Market makes publicly available will be made available in an accessible format upon request.

7.	Accessible Websites & Web Content	1-Jan-2014	<b>Sec. 14</b> Applies to new internet websites & content WCAG 2.0 A Level	M&M Food Market did not create a new URL or change their existing website by more than 50%.
		1-Jan-2021	<b>Sec. 14</b> All internet websites and web content (World Wide Web Consortium web content accessibility guidelines at Level AA)	M&M Food Market utilizes an internal web developer. We will ensure the web developer is aware of this requirement and that our website is compliant on or before the deadline of January 1, 2021.

Part III: Employment Standard

Component	Deadline	Requirement	Action(s)
1. Recruitment and Selection	1-Jan-2016	<b>Sec. 22</b> Notify employees and public about availability of accommodation(s) for applicants in the recruitment process	M&M Food Market utilizes a variety of methods to recruit. When posting open positions, information about the availability of accommodations will be added to the job postings.
	1-Jan-2016	<b>Sec. 23</b> Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available	M&M Food Market will notify applicants when they are contacted for an interview about the availability of accommodations during the recruitment process. This will be done by phone or email when booking an interview date and time.
	1-Jan-2016	<b>Sec. 24</b> Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities	M&M Food Market will notify the successful applicant(s) of our policies for accommodating employees with disabilities. All new hires receive written offers of employment with this information.

		1-Jan-2016	<b>Sec. 25</b> Informing Employees of Supports - all employees must be informed of polices used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	M&M Food Market will inform all employees of our policies for supporting employees with disabilities.  Notification will be done through the AODA training and amending existing policies.
2.	<b>Accessible formats and communication support for employees</b>	1-Jan-2016	<b>Sec. 26</b> Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	M&M Food Market will, upon request, consult with an employee with a disability to determine which accessible formats or communication supports they require to perform the duties of their job.
3.	<b>Workplace emergency response information</b>	1-Jan-2012	<b>Sec. 27</b> Provide individualized workplace emergency response information; prepare for the specific needs employees with disabilities may have in emergency situations	M&M Food Market will create an individualized workplace emergency response plan 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 aid the employee will be provided with the necessary information to assist the employee with the disability.
4.	<b>Documented individual accommodation plans</b>	1-Jan-2016	<b>Sec. 28</b> Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	M&M Food Market will create an individualized accommodation plan for any employee for which they have been made aware has a disability. There may be times when we may initiate a dialogue to help employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. This plan will be reviewed when there is a change in the employee's disability or job.
5.	<b>Return to Work Process</b>	1-Jan-2016	<b>Sec. 29</b> Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work	M&M Food Market has developed and has 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. The return to work process will be documented. If an individual's injury is covered by the return to work

				provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.
6.	<b>Performance Management</b>	1-Jan-2016	<b>Sec. 30</b> Consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities	Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. M&M Food Market will consider the accessibility needs of employees with disabilities in the area of performance management.
7.	<b>Career Development and Advancement</b>	01-Jan-16	<b>Sec. 31</b> Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization.	<p>M&amp;M Food Market will consider what accommodation(s) employees with disabilities may need to succeed elsewhere in the business or to take on new responsibilities within their current position.</p> <p>If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities.</p>
8.	<b>Redeployment</b>	01-Jan-16	<b>Sec. 32</b> Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a job or department has been eliminated by the organization	<p>If M&amp;M Food Market initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization.</p> <p>If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.</p>

Part IV.I: Design of Public Spaces Standard (Accessibility Standards for the Built Environment)

	Component	Deadline	Requirement	Action(s)
1.	Exterior Paths of Travel	1-Jan-2017	<p><b>Sec. 80.21</b> Applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.</p>	<p>M&amp;M Food Market has not constructed or redeveloped an exterior path of travel since January 1, 2017.</p> <p>Should M&amp;M Food Market construct or redevelop an exterior path of travel in the future, it will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11.</p>
2.	Accessible Parking	1-Jan-2017	<p><b>Sec. 80.32</b> Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain; the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.</p>	<p>M&amp;M Food Market has not constructed or redeveloped any accessible parking spaces since January 1, 2017. Should M&amp;M Food Market construct or redevelop accessible parking spaces in the future, it will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11.</p>
3.	Obtaining Services	1-Jan-2017	<p><b>Sec. 80.40</b> 1. All newly constructed service counters and fixed queuing guides.            2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.</p>	<p>M&amp;M Food Market has not constructed a new service counter since January 1, 2017. AODA requires service counters be at the height of someone on a mobility device. Should this change in the future, the <i>CSA B651 – 12 Accessible Design for the Built Environment</i> will be referenced to ensure service counters are at least 680 mm or 27 inches in height or a clear opening.</p> <p>M&amp;M Food Market has not constructed or redeveloped a fixed queuing guide or waiting area since January 1, 2017. Should M&amp;M Food Market construct or redevelop a service counter, fixed queuing guide or waiting area in the future, it will ensure it meets the accessibility requirements as outlined in Ontario Regulation 191/11. s</p>

4.	<b>Maintenance of Accessible Elements</b>	1-Jan-2017	<p><b>Sec. 80.44</b> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.</p>	<p>M&amp;M Food Market has no elements under the Design of Public Spaces Standard to maintain. Should this change in the future, a maintenance schedule will be created and implemented into the multi-year accessibility plan.</p> <p>Procedures for dealing with temporary disruptions have been established and communicated.</p>
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