



ACCESSIBILITY PLAN

Overview

Zavida Coffee Company Inc.'s Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the *Integrated Accessibility Standards Regulation (IASR)*.

Zavida Coffee Company Inc. will review and update this plan at least once every five (5) years or more frequently if required.

Statement of Commitment

Zavida Coffee Company Inc. believes in equal opportunity and is committed to providing a barrier free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Questions or concerns regarding Zavida Coffee Company Inc.'s Accessibility Policy and Accessibility Plan are to be directed to Human Resources or submitted via the company's AODA Feedback Process.

Accessibility Requirement	Status	Compliance Deadline	Responsibility
Customer Service			
<i>Accessible Customer Service Policy</i> <ol style="list-style-type: none"> 1. Develop/implement an Accessible Customer Service Policy addressing all requirements under the regulation. 2. Develop and deliver training to all staff, volunteers and individuals completing work on behalf of Zavida that may provide assistance to the public. Provide training to all staff. 3. Develop and make public a process for receiving and responding to feedback from customers with disabilities. 	Completed/Ongoing	01/01/12	Human Resources
Zavida's Action Plan			
<ol style="list-style-type: none"> 1. Zavida has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the HR department. 2. All staff have been trained. All new hires receive the training on their first day of employment. HR conducts the training during the new hire's onboarding and a quiz is also given to ensure they fully comprehend the training guide. 3. Online refresher training is conducted for employees that have more direct contact with customers, suppliers/vendors and visitors. 4. All training documentation is filed in the employee's personnel file and retained within the HR department. 5. Zavida has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by email and by written correspondence. Our Customer Service Representative has been informed of and trained on the company's feedback process. 			
Accessibility Policies	Status	Compliance Deadline	Responsibility
<ol style="list-style-type: none"> 1. Create and make public a statement of commitment. 2. Develop and implement company specific accessibility policies 	Completed/ongoing	01/01/12	Human Resources
Zavida's Action Plan			
<ol style="list-style-type: none"> 1. Zavida has created and made public a statement of commitment. The statement of commitment is located on the company's website and in the reception area of our office. 2. Zavida's policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. Legislatively required policies have been created, are reviewed annually and provided to all new hires upon hire. 3. Additional policies and documents have been created to support internal processes, including: Return to Work Policy, Individualized and Employee Accommodation Planning Process, Individualized Employee Accommodation Plan, and Workplace Emergency Response Information Plan. 			
Accessibility Plan	Status	Compliance Deadline	Responsibility
<ol style="list-style-type: none"> 1. Create and make public an accessibility Plan 2. Provide the plan in accessible formats upon request 3. Review the plan every five (5) years 	Completed/Ongoing	06/30/21	Human Resources
Zavida's Action Plan			
<ol style="list-style-type: none"> 1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. The plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public. 2. Requests for accessible formats will be forward to the HR Manager who will work with the individual to determine the most suitable format. 			

Training	Status	Compliance Deadline	Responsibility
1. Train all employees and ensure that all employees are trained on their first day of employment.	Completed/Ongoing	01/01/12	Human Resources
Zavida's Action Plan			
1. Training will be done via paper copy to the new hire. An AODA training booklet is provided and discussed with the employee.			
Accessible Website and Content	Status	Compliance Deadline	Responsibility
1. Zavida's website content and design conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A	Completed/Ongoing	06/30/21	Marketing, IT
Zavida's Action Plan			
1. To date, Zavida's website is compliant with the requirements under the WCAG 2.0 Level A 2. Zavida's IT and Marketing Department is fully aware of WCAG requirements and will ensure all new content and/or any substantial refreshes to the site conforms with guidelines.			
Feedback	Status	Compliance Deadline	Responsibility
1. Upon request, be able to receive and respond to feedback from customers, employees.	Completed/Ongoing	01/01/15	Human Resources, Customer Service
Zavida's Action Plan			
1. A Feedback Request Form is made available for all customers who require accommodation. 2. Customer Service has been fully trained on how to assist customers with completion of the form.			
Accessible Formats and Communication Supports	Status	Compliance Deadline	Responsibility
1. Upon request, provide accessible formats and communication supports to individuals with disabilities. 2. Notify the public of the availability of accessible format and communication supports. 3. Where a communication support or accessible format cannot be provided, immediately consult with the customer to arrange for a suitable format as soon as possible.	Completed/Ongoing	01/01/15	Human Resources
Zavida's Action Plan			
1. Customers may submit a complaint or inquiry through the Feedback Form and Alternate Request Form. 2. All requests must be submitted to the HR Manager who will arrange for a suitable and alternative format/communication support. 3. Make public Zavida's ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website.			
Workplace Emergency Response Information	Status	Compliance Deadline	Responsibility
1. Employees with any disability is asked to speak directly with Human Resources to outline what assistance they require in case of an emergency. 2. During an evacuation special assistance will be documented and kept confidential. 3. Human Resources will ensure that the individual will have additional help and resources (through the buddy system) to ensure that they vacate the facility in case of an emergency	Completed/Ongoing	01/01/12	Human Resources
Zavida's Action Plan			

<ol style="list-style-type: none"> 1. Recognizing that disabilities may not be permanent but temporary in nature, employees are reminded to ensure that they disclose any information which will assist them during an emergency. 2. All new hires are provided the employee memo outlining the process in contacting HR. 			
Documented Individual Accommodation Plans	Status	Compliance Deadline	Responsibility
<ol style="list-style-type: none"> 1. Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. 	Completed/Ongoing	01/01/16	Human Resources
Zavida's Action Plan			
<ol style="list-style-type: none"> 1. Zavida has developed and implemented an Accommodation Policy. 			
Recruitment and Selection	Status	Compliance Deadline	Responsibility
<ol style="list-style-type: none"> 1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment process. 2. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs. 	Completed/Ongoing	01/01/16	Human Resources
Zavida's Action Plan			
<ol style="list-style-type: none"> 1. Zavida has an accessibility statement posted on our online Careers page notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. As not all applicants apply through our Careers page, this statement is also included on job postings to ensure that it is properly communicated to all potential applicants. 2. During the recruitment process candidates will be made aware through email that accommodations will be made available. 3. Internal accessibility policies will be provided to all new hires as part of their orientation package. Alternative formats of the HR Policy Manual will be made available upon request. 			
Accessible Formats and Communication Supports for Employees	Status	Compliance Deadline	Responsibility
<ol style="list-style-type: none"> 1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: <ol 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. 2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support. 	Completed/Ongoing	01/01/15	Human Resources, Department Manager
Zavida's Action Plan			
<ol style="list-style-type: none"> 1. All employees receive an HR Policy Manual which clearly outlines Zavida's Accommodation Policy. 2. Upon receiving a request, HR will work with the employee and any individuals responsible for providing the information to deliver a suitable accessible format or communication support. 			
Information for Employees	Status	Compliance Deadline	Responsibility
<ol style="list-style-type: none"> 1. Communicate the company's policy on accommodating employees with disabilities to all staff members. 	Completed/Ongoing	01/01/15	Human Resources
Zavida's Action Plan			
<ol style="list-style-type: none"> 1. Zavida's Accommodation Policy was developed and has been made available to employees. 2. All new hires are provided with the relevant company policies in their onboarding package. Policies address how Zavida will support employees with disabilities, including emergency planning/response, accessible formats and communication. Employees will be kept abreast of any changes. 			

Processes to Accommodate Employees/Return to Work Process	Status	Compliance Deadline	Responsibility
1. Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to disability who require modification of work/schedule in order to return to work.	Completed/Ongoing	01/01/15	Human Resources, Department Manager
Zavida's Action Plan			
1. Human Resources will work with both the employee, their medical team and department manager/lead to establish modified work for the employee.			