

## **Unger's Market Accessibility Plan**

This Multi-Year Accessibility Plan outlines the policies and actions that Unger's Market is committed to upholding to ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This plan was last updated in April 2021 and will be reviewed and updated at least once every 5 years.

### **Message from the CEO**

Since 1984 Unger's Market has been committed to providing fresh food and groceries for the community of London, ON and surrounding areas. Our aim has always been to offer all those who visit a friendly and welcoming environment. Accessibility for all Ontarians is important, and as a family owned business, we will always strive to provide a barrier-free shopping and working experience for every customer and employee.

We are dedicated to ensuring Unger's Market is a safe and inclusive area to people with disabilities, and that our store allows them to access our goods while continuing to respect their dignity and independence.

We are always willing to improve, and should there be any questions or concerns regarding our commitment to accessibility, all customers and employees are invited to provide feedback or contact us directly to further discuss any changes we can make to provide a more accessible environment. As always, thank you for your continued support of Unger's Market.

Sincerely,

Chris & Greg Unger

### **Introduction**

As outlined in the Accessibility for Ontarians with Disabilities Act, Ontario aims to be fully accessible by the year 2025.

Unger's Market strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Unger's Market is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Unger's Market will play its role in making Ontario an accessible province for all Ontarians.

Unger's Market is committed to providing the same opportunities to all of our customers. We will ensure that people with disabilities have equal access to our goods and services and we will meet the accessibility needs of people with disabilities in a respectful way. All accessibility documents are available upon request and can be provided in accessible formats when needed.

## **Past Achievements and Future Strategies**

This document includes a summary of the accessibility initiatives Unger's Market has completed and aims to implement in the future.

### **Training**

Unger's Market is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

#### Achievements

- Training on the AODA Standards has been provided to all employees and will be given to all new employees. The training consists of the following:
  - Customer Service Standard, all staff members
  - The Code and the AODA, all staff members
  - General requirements of the Regulation, select staff members
  - Information and Communications Standard, select staff members
  - Employment Standard, select staff members
  - Design of Public Spaces Standard, select staff members
  - Emergency protocols, all staff members
  - Unger's Market Accessibility Policies, all staff members
- Keeping records of training, including dates the training is provided, and to whom the training is provided.
- Training policy, available in accessible formats upon request.

#### Future Strategies

- Unger's Market will update training modules as required under the AODA, and will provide further training to employees should any changes be made.

### **Customer Service**

Unger's Market is committed to remaining in compliance with the Customer Service Standard. Although we are a small store, our duty to provide quality customer service to people with disabilities is no less.

## Achievements

- Customer Service policies have been documented and are available in accessible formats upon request.
- Unger's Market has created a feedback process and posted methods of contact on the website.
- Barriers have been considered and solutions found. For example:
  - Should a customer with a disability require aid when reading a menu or filling out a sandwich form, the staff can assist by reading out the menu and asking the customer what they would like on their sandwich.
  - We offer carry out service upon request for difficult to carry items such as 4L water bottles or heavy boxes.
  - We currently offer curbside pickup to help customers who are unable to enter the store due to Covid-19 restrictions and health concerns.
  - We currently offer grocery delivery services for customers who are unable to leave their homes due to Covid-19, and have plans to explore implementing this as a permanent service.

## Future Strategies

- Any feedback received will be reviewed, documented, and responded to in a timely manner.

## **Information and Communications**

Unger's Market is committed to making our information and communications accessible to people with disabilities.

## Achievements

- Information and Communications policies have been documented and are available in accessible formats upon request.
- When accessible formats are required we will work together with the person with a disability to determine what format will be best suited for them.
- All feedback is reviewed and directed towards the appropriate department as well as our Human Resources team.
- We have an online website for ease of access from home.
- We have created a presence on various social media platforms such as Facebook and Instagram to better communicate with more customers.
- We have implemented an online store through Shop Hero to give customers another method of purchasing items.
- Our emergency procedures and policies have been documented and are available in accessible formats upon request.
- Emergency evacuation procedures are posted in each department when able.

- Our Joint Health and Safety Committee performs monthly walkthroughs to ensure spaces are kept clean, safe, and accessible to customers and employees.
- The store is maintained and cleaned on a daily basis by staff members to ensure a safe working and shopping environment for people with disabilities.

### Future Strategies

- Unger's Market will use future feedback to inform any decision making made in regards to the future of the website's design.
- Unger's Market will do our best to ensure that all new website content within its control conforms to WCAG 2.0 Level AA by working with the web developer.

### **Employment**

Unger's Market is committed to fair and accessible employment practices. Though not all work at Unger's Market can be modified to meet all needs, Unger's Market will do it's best to provide an accessible environment for current and future employees.

### Achievements

- Our Employment Standard policies have been documented and are available in accessible formats upon request.
- All hiring managers are trained in the Employment Standard.
- All job postings can be made available in accessible formats upon request. Unger's Market will work together with applicants with disabilities to provide the format that best suits them.
- In the event that an applicant with a disability is hired, Unger's Market will develop an individual accommodation plan that considers their disability, if required, and apply the written procedure.
- In the event of a workplace injury or absence from work, Unger's Market has developed a Return to Work process for employees who require accommodation upon their return. These processes will be documented and will outline the steps Unger's Market will take to facilitate the employees return to work, taking into account the employee's individual accommodation plan.
- Any employee with a disability shall be provided with workplace emergency response information if needed, and with the employee's consent, Unger's Market shall provide assistance in an emergency if required.

### Future Strategies

- All employment policies will be regularly reviewed and updated as required.

## **Design of Public Spaces**

Unger's Market will meet accessibility laws when building or making major changes to public spaces, such as outdoor eating areas or gathering spaces.

Unger's Market will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. Should any accessible public spaces require maintenance Unger's Market will attend to the space in question as quick as reasonably possible. Should there be any temporary disruptions to accessible elements in our public spaces Unger's Market will provide advanced notice of maintenance and communicate with people with disabilities to find a solution that best suits the person with the disability.

## **Achievements**

- Unger's Market has accessible parking spaces in our off-street parking facilities that meet the requirements specified in the AODA for Type A and Type B. The parking spaces are clearly labelled with a sign as well as markings on the cement, and have access aisles marked with high tonal contrast lines.
- Service Counters are accessible and should a customer with a disability have difficulty during the checkout or ordering process, Unger's Market will assist in a way that best suits the needs of the customer. Help from deli staff can be requested from alternate access areas should a counter be too high.
- Our queuing lines are partially fixed. The exterior lanes have shelving and displays which are cane detectable. The central one is not fixed and can be adjusted for accessibility.
- Our waiting areas are not fixed and can be adjusted for accessibility.
- Our front door has an automatic door opener to assist people with disabilities.
- Our washrooms are equipped with handrails.
- Our indoor eating area has ramp access.
- Our outdoor eating area is accessible and meets the requirements specified in the AODA.

## **Future Strategies**

- Any future plans for further public spaces will consider the accessibility requirements specified in the AODA.

## **Compliance**

In order to remain compliant with the AODA, Unger's Market will continue to provide goods and services in a way that respects the dignity and independence of people with disabilities. We will ensure that people with disabilities have equal access to the same goods and services by removing barriers.

### Achievements:

- Unger's Market completed the last compliance report in December 2017
- This Multi-Year Accessibility Plan was last updated in April 2021

### Future Strategies

- Prepare Compliance Report for extended June 30<sup>th</sup>, 2021 deadline.
- Monitor and review accessibility procedures and update as required
- Conduct an annual review of the Multi-Year Accessibility Plan to ensure compliance

### **For More Information**

For more information on this accessibility plan, please contact Unger's Market through the following methods:

Email: [info@ungers.ca](mailto:info@ungers.ca)

Phone: 519-472-8126 ext. 0

Website: <https://ungers.ca/contact/>