

# **UNGER'S MARKET**

## **ACCESSIBILITY POLICY**

### **Statement of organizational commitment**

Unger's Market is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

### **Training**

Unger's Market is committed to training staff on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that apply to people with disabilities. Training will be provided in a way that best suits the duties of employees. All new employees will be trained within the first three weeks of employment.

Training includes:

- The Customer Service Standard, all staff members
- The Code and the AODA, all staff members
- General requirements of the Regulation, select staff members
- The Information and Communications Standard, select staff members
- The Employment Standard, select staff members
- The Design of Public Spaces Standard, select staff members
- Emergency protocols, all staff members
- Additional Unger's Market Accessibility Policies, all staff members

Unger's Market will keep a record of all training, including dates on which the training is provided, and to whom the training is provided. Unger's Market will update all 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.

## Words matter

We can install doors that open automatically to ease entrance into the store, we can build ramps to facilitate the progress of walkers and wheelchairs into the Tea Room, and we can attach grab bars to walls to assist with washroom needs. But there are more than only the accommodations and adjustments we make to the physical building when considering accessibility.

Equal consideration must be given to the words we use.

When describing a person with a disability, Unger's Market staff will be sure to use words that accurately reflect the person's life circumstances and do not label the person in derogatory ways. Following are a few suggestions for staff members to consider:

- Person first: Identify the person first, rather than the disability. Use *person with a disability* or *a person who is deaf* rather than *disabled person* or *deaf person*.
- Disability: The terms *afflicted with*, *suffering from*, *cripple* and *victim* are all unacceptable. They emotionalize and sensationalize, often to create pity. The term *handicapped* is based on the image of a person with a disability on the street with a cap in his hand, begging for money. Except when referring to laws (handicap parking etc.) always use *disability* rather than *handicap*.
- Wheelchair: People are not *confined to their wheelchairs*, they use them for mobility. Say *she uses a wheelchair*, not that *she is wheelchair-bound* or *confined to a wheelchair*.
- Blind: This term refers to total loss of vision. *Partial vision*, *partial sight*, or *visual impairment* are more accurate terms in some cases.
- Deaf: This term refers to total loss of hearing. *Partial hearing*, *hard of hearing*, or *hearing impairment* are more accurate terms in some cases.
- Congenital disability: This is a disability that has existed since birth. Do not use the term *birth defect*. Defect is derogatory and is not a synonym for disability.
- Be careful about using phrases such as *he overcame his disability* or *in spite of her handicap*. These terms inaccurately reflect the barriers people with disabilities face. They do not succeed *in spite of their disabilities* as much as they succeed *in spite of an inaccessible environment* or *a discriminatory society*. They do not *overcome their disabilities* so much as they *overcome prejudice*.

## Service Animals and Support Persons

Unger's Market welcomes the use of both service animals and support persons.

If a person with a disability is accompanied by a service animal they will be permitted to enter the premises with the animal and keep the animal with them while ordering. Should a person with a disability who is accompanied by a service animal require entry into any food

preparation or storage areas, such as the deli, bakery, or walk in coolers, Unger's Market will discuss and make alternate arrangements that meet the needs of the person with a disability.

If a person with a disability is accompanied by a support person, both persons are permitted to enter the premises together, and the person with a disability will not be prevented from having access to the support person while on the premises. After consulting with the person with a disability, Unger's Market may require the person with a disability to be accompanied by a support person if:

1. A support person is necessary to protect the health or safety of the person with a disability or others on the premises, and
2. There is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Should an employee with a disability require a support person this will be discussed and documented in their individual accommodation plan.

### Assistive Devices

Unger's Market welcomes the use of assistive devices on the premises. Unger's Market recognizes that assistive devices belong to the person using them and are part of their personal space. Unger's Market staff will not:

- Touch or handle any assistive device without permission.
- Move assistive devices or equipment out of the person with a disability's reach.

An assistive device is a piece of equipment a person with a disability uses to help with daily living.

### Notice of temporary disruptions

Unger's Market will provide notice to the public of any temporary disruptions to services or facilities people with disabilities use. The notice will include the reason for the disruption, the anticipated duration of the disruption, and any alternative services or facilities available. If the alternative services are not suitable, Unger's Market will work together with the person with a disability to come up with any solutions, to allow the person with a disability to have continued access to goods and services for the duration of the temporary disruption.

Facilities and Services people with disabilities rely on at Unger's Market:

- Accessible Parking
- Automatic Door Opener
- Ramps into eating areas
- Outdoor Eating Area
- Service Counters

- Accessible Washrooms
- Accessible queuing lines
- Accessible waiting areas

Notice of temporary disruptions will be posted on the front door or outdoor sign as well as on Unger's Market social media platforms. Should Unger's Market have prior notice of temporary disruptions, staff members will inform customers with disabilities ahead of time whenever possible.

### Other Services

In an effort to better serve customers with disabilities during Covid-19, Unger's Market has implemented a curbside pickup and delivery grocery service. Unger's Market has plans to explore implementing these services permanently.

## **Information and Communications**

Unger's Market is committed to meeting the communication needs of people with disabilities. When asked, we will provide information about our market and its services, including public safety information, in accessible formats or with communication supports. Unger's Market will consult with people with disabilities to determine their information and communication needs.

### Emergency Plans and Procedures

Unger's Market has two accessible emergency exits, both clearly labelled with the standardized green exit signs. In the event of a drill, Unger's Market will inform the public ahead of time by posting signs on the front door, as well as information on our social media platforms.

In the event of an emergency, should a person with a disability need assistance while evacuating the building, Unger's Market staff members will assist the person with a disability with their consent.

Unger's Market will provide further emergency plans, procedures, and maps with evacuation routes to people with disabilities upon request.

### Feedback

Unger's Market has established a process for receiving and responding to feedback about the manner in which we provide goods, services, and facilities to people with disabilities. Information about the feedback process is posted on our website.

Methods of Feedback Include:

- Email: [info@ungers.ca](mailto:info@ungers.ca)
- Phone: 519-472-8126
- Website: <https://ungers.ca/contact/>

- Social Media Platforms:
  - Instagram: @ungers.market
  - Facebook: @ungers.market
- In person

Should any person with a disability require an alternate method of feedback, Unger's Market will make arrangements with the person with a disability to receive the feedback in a manner best suited to them. All feedback will be reviewed, directed towards the appropriate department as well as our Human Resources team, and responded to in a timely manner and in a way which is best suited to the person with a disability. If a complaint is received about the manner in which Unger's Market provides goods, services or facilities to people with disabilities, Unger's Market will consult the person with a disability to discuss a possible solution.

### Website Formatting

Unger's Market has an online website which is navigable by keyboard. Unger's Market will explore options to further enhance the accessibility of our website with future updates by discussing these options with our web designer. We will use future feedback to inform any decision making made in regards to updates to the website's design. Unger's Market will do our best to ensure that all new website content within its control adheres to internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

### Format of Documents

All accessibility documents are available in accessible formats upon request. If Unger's Market is required to give a copy of a document to a person with a disability, Unger's Market will consult the person with a disability and provide or arrange the document in a format that is accessible or with communication support in a timely manner, taking into account the person's accessibility needs due to disability.

## **Employment**

Unger's Market will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

### Documented Individual Accommodation Plans

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. The individual accommodation plan will be drafted after consulting with the person with a disability to ensure that person's individual needs are being met.

In the event that an individual accommodation plan is required, Unger's Market will:

1. Recognize the need for accommodation.
2. Gather relevant information and assess individual needs.
3. Write an individual accommodation plan.
4. Implement, monitor, and update the plan.

Individual accommodation plans will remain confidential, between the employee and Human Resources, with the exception of steps or procedures of the plan which directly pertain to those working alongside the individual with the disability. Individual accommodation plans will be reviewed and updated on a yearly basis, or whenever a change to environment or the employee's needs requires it. If an individual accommodation plan is denied, the reasons for the denial will be provided to the employee.

Individual accommodation plans will:

- Include any information regarding accessible formats and communications supports provided upon request.
- Include individualized workplace emergency response information if required.
- Identify any other accommodation that is to be provided.

### Workplace Emergency Response Information

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. With consent, Unger's Market shall provide the workplace emergency response information to the person designated by Unger's Market to provide assistance to the employee

Individualized workplace emergency response information will be reviewed when:

- The employee moves to a different work station.
- The employee's overall accommodation needs or plans are reviewed.
- The employer reviews its general emergency response policies.

### Return to Work Process

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.

Return to work process steps:

1. Initiate the leave and stay in contact with the employee.
2. Gather relevant information and assess individual needs.
3. Develop a return to work plan.
4. Implement, monitor, and update the plan.

## **Design of Public Spaces**

Unger's Market will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Our public spaces include:

- Accessible off-street parking spaces
- Outdoor eating areas
- Service-related elements like service counters, fixed queuing lines and waiting areas

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 in a timely manner. Should there be any scheduled temporary disruptions to accessible elements in our public spaces, Unger's Market will provide advanced notice of the maintenance and communicate with people with disabilities to find a temporary solution that best suits the person with the disability.

Should a customer with a disability have difficulty during the checkout or ordering process at any of our service counters, 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.

## **Changes to existing policies**

We will modify or remove any of our existing policies that do not respect and promote the dignity and independence of people with disabilities.

All Unger's Market accessibility policies are documented and available in accessible formats upon request.

These existing policies were last reviewed and modified in April 2021.