



79 Queen Street ♦ PO Box 67 ♦ Sioux Lookout, ON ♦ P8T 1A1 ♦ 737-1630 ♦ 1-855-644-1630

Accessibility & Accommodation Multi-Year Plan

February 1, 2021

Message from the Owners

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

Fresh Market Foods is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Fresh Market Foods is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Fresh Market Foods will play its role in making Ontario an accessible province for all Ontarians.

- Tracey Bullock & Todd Nadon, Owners/Operators

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Fresh Market Foods has completed.

Customer Service

Fresh Market Foods is in compliance with the Customer Service Standard. We welcome and encourage customers to speak with staff if they ever feel their needs are not being met.

- Motorized scooters are provided free of charge to any customer; we will also store customer personal supportive devices while they utilize the motorized scooter
- Empty boxes are kept on carts while putting stock out to ensure that carts can be moved quickly and easily to provide more space as needed; also ensures that aisle ways stay clear at all times
- We provide free shopping and delivery/curbside pick up services for customers
- Welcome Service Animals in our store
- Welcome customers to use their own personal assistive devices

Information and Communications

Any materials that we create for our business, such as brochures or order sheets, we are happy to provide in larger font print on request.

- We provide customers with a larger print format of our brochures or menus on request
- Our staff are also able to read information to customers when a larger print format is not available. For example, many grocery products have very small size font (ie nutrition labels). Our staff is happy to read the information and answer the customer questions.

Employment

Fresh Market Foods is an inclusive workplace. Every employee is considered a valued member of the Fresh Market Foods Team and we make every effort to accommodate and welcome employees of all abilities to our team. We work to the strengths of each employee and ensure to provide equal opportunities for growth within the company.

- For any employee that identifies an accommodation is needed for their position, it will be reviewed and assessed on an individual basis. All efforts will be made to accommodate the employee up to the point of undue hardship.

Self-Serve Kiosks

Our Self-Serve Kiosks were designed and placed to ensure that adequate space existed between them for customers of all abilities to use.

- Full-time attendant to support all customers in the use of the Self-Serve Kiosks
- Attendant is also able and willing to ring customer purchases through if required

Training

Training has been provided to all employees utilizing Access Forward (www.accessforward.ca) AODA modules. Training includes:

1. How to interact and communicate with person with various types of disability.
 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
 3. How to use the electronic scooters that customers may utilize while in the store.
 4. What to do if a person with a particular type of disability is having difficulty accessing our goods, services or facility.
- All staff will continue to receive training through Access Forward; accommodations regarding training need will be provided on an individual basis as identified

Section Two: Strategies and Actions

Customer Service

Fresh Market Foods is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

- Continue to review and identify potential barriers for customers and remove barriers
- Provide ongoing maintenance to ensure motorized carts are available for continued use
- Encourage customers to provide feedback on accessibility needs through social media and our website

Information and Communications

Fresh Market Foods is committed to making our information and communications accessible to people with disabilities.

- Any new documents to be created will be done to ensure that they can be provided in a larger format when needed

Employment

Fresh Market Foods is committed to fair and accessible employment practices.

- Include the following statement on all job postings: *Fresh Market Foods is an equal opportunity employer. We encourage all interested applicants to apply. Reasonable accommodations will be provided during the hiring process.*
- When scheduling interviews, ask the interviewee if any accommodations are required
- Prior to Orientation/Start Date, remind employee that if any accommodations are required to inform Liz Ward, Human Resources Manager so and Individual Accommodation Plan can be created

Self-Serve Kiosks

Fresh Market Foods is committed to incorporating accessibility features/ considering accessibility for people with disabilities regarding our self-service kiosks.

- Identify barriers to use and create a plan to ensure barriers to use are removed – review to be done yearly

Training

Fresh Market Foods 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.

- We will continue training all new hires in Accessibility Training through Access Forward ([www.accessforward](http://www.accessforward.com)) as part of their Orientation/Training.
- Ensure that Managers and Senior Staff are up-to-date on all Accessibility and Accommodation policy and legislation set out by the Government as new information is released.

Design of Public Spaces

Fresh Market Foods will meet accessibility laws when building or making major changes to public spaces. Fresh Market Foods will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

- No plans are in place for renovations or redesign of public spaces within our store during the duration of this plan; however, if any renovations or redesign of public spaces do occur, all will be done within the guidelines of the AODA

For More Information

For more information on this accessibility plan, please contact Liz Ward, Human Resources Manager at (807) 737-1630 ext 1012 or at hr@freshmarketfoods.ca.

Standard and accessible formats of this document are free on request from Liz Ward, Human Resources Manager at (807) 737-1630 ext 1012 or at hr@freshmarketfoods.ca.

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