



## **Factory Shoe Multi- Year Accessibility Plan**

Factory Shoe is committed to equality and inclusion and providing a workplace that is accessible for people with disabilities. In so doing, Factory Shoe is committed to ensuring respect for the dignity and independence of people with disabilities.

This 2014 to 2021 Multi-Year Accessibility plan outlines the policies and actions that Factory Shoe will put in place in order to improve opportunities for people with disabilities.

### **Accessibility for Ontarians with Disabilities Act**

To provide opportunities and accessibility for people with disabilities in the economy, and workplace, the Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005.

AODA (2005) seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations to ensure their workplace and services are fully accessible to the public and employees.

Factory Shoe aims to provide a fully accessible workplace in line with the requirements of the AODA. Ultimately, an accessible workplace aligns with Factory Shoe's core values and the objectives of our business which includes attracting and retaining diverse employees and customers. Factory Shoe's Multi-Year Accessibility Plan outlines Factory Shoe's comprehensive strategy to identify, eliminate and prevent barriers to accessibility.

### **Barrier Assessment**

In accordance with AODA legislation and Factory Shoe's goal of providing an inclusive workplace, our Multi-Year Accessibility plan seeks to eliminate, and prevent barriers to accessibility. Typical barriers experienced by individuals with disabilities include Physical, Communication and Technology, Attitudinal and Systemic barriers.

### **Key Objectives**

The overall goal and strategy is to lead Factory Shoe towards achieving accessibility. To achieve accessibility, Factory Shoe will focus on key areas over time to ensure that we are leading towards becoming fully accessible by 2025. Our goal is to achieve compliance with the AODA.

### **Factory Shoe's Statement of Commitment**

Factory Shoe is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

To ensure compliance, we will focus on building accessibility into both existing and new policies and will achieve the most effective and efficient access to information for all individuals. We will review and update policies and standards regularly to ensure high quality accessible services.

## **Making Factory Shoe Accessible**

This Multi-Year Accessibility plan focuses on the steps Factory Shoe will take to comply with Ontario's accessibility laws. The below sets out Factory Shoe's progress and plan towards accessibility for people with disabilities:

### **AODA Compliance Focus**

Under the requirements of the AODA, Factory Shoe has enlisted their Health and Safety committee to focus on achieving compliance. From 2011 to present, Factory Shoe's Health and Safety committee has been working to ensure compliance with AODA Customer Service and Integrated Standards Requirements

### **The Employee Relations and Health and Safety departments at Factory Shoe work to ensure inclusion and accessibility by:**

- Supporting and promoting Factory Shoe accessibility guides and training.
- Supporting or coordinating many other initiatives, as shown throughout this document.
- Sharing Factory Shoe accessibility best practices and experience with our partners.
- Providing accessible formats and accessible information, upon request.

### **Our Compliance Road map**

Factory Shoe has built a compliance road map that allows us to uphold an inclusive and accessible organization.

### **In order to be complaint under AODA, Factory Shoe will focus on upholding accessibility standards in the following areas:**

1. Customer Service
2. Information and communications
3. Employment
4. Transportation
5. The built environment

The Integrated Accessibility Standards Regulation (IASR) is now being implemented by Factory Shoe over time as per the plan set out in this document.

### **AODA Customer Service Standard Requirements: Completed January 1, 2012**

Factory Shoe executed the AODA Customer Service Standard requirements in line with the compliance date of January 1, 2012. Factory Shoe is committed to compliance with the AODA customer service requirements. Factory Shoe has completed and posted our Customer Service and Accessibility Policy in each store, which is accessible to customers upon request. Additionally, customer service training was completed by all Factory Shoe employees.

### **Accessible Emergency Information: Completed January 1, 2012**

Factory Shoe is committed to providing both customers and clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when required.

Additionally, information, including emergency procedures, will be made available in an accessible format, upon request.

### **Training- January 1, 2015**

Factory Shoe is committed to providing training to employees, co-ops, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

### **Factory Shoe will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:**

- Factory Shoe will review current training materials to determine whether any existing trainings can be leveraged for IASR training.
- Factory Shoe will provide an accessibility training focus for existing employees and managers.
- Factory Shoe will provide accessibility training in the form of a training presentation for both Support Office and Warehouse employees.
- Factory Shoe will provide an accessibility training pamphlet for new Factory Shoe employees.
- Factory Shoe's accessibility training materials will also be posted in each break room for internal use of all employees.
- Factory Shoe training will incorporate accessible formats upon request. We will consult with subject matter experts to determine what accessible formats currently exist and what accessible functions may be incorporated in the training design.
- Factory Shoe will also determine a mechanism for managing and tracking the completion of training by Factory Shoe employees.

### **Information and Communications**

Factory Shoe is committed to meeting the communication needs of people with disabilities. Factory Shoe will consult with people with disabilities when requested to determine their specific information and communication needs. Factory Shoe will accommodate employees with any communication needs upon request.

### **Factory Shoe will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014 where possible:**

- Factory Shoe will ensure that any new websites or existing websites going through a significant refresh conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA.
- Our Internet and intranet websites, technology solutions, communications materials, telephone communications and in-person interactions will be based on accessibility-best practices.

### **Factory Shoe will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:**

- The Factory Shoe feedback process under our customer service and accessibility policy is inclusive and accessible to people with disabilities. As per the policy, customers are welcome to share their feedback about the policy, the services and its accessibility.
- Feedback can be provided at the store level, verbally or in writing. It can also be sent in any of the following ways: by e-mail, by letter, or by phone.
- Factory Shoe accessibility related inquiries will be forwarded to the Health and Safety committee for review

and resolution. Upon request, Factory Shoe will provide or arrange for the provision of accessible feedback formats in a timely manner.

**Factory Shoe will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:**

- A statement will be added to the Factory Shoe website about the availability of accessible formats and communication supports. Upon request, Factory Shoe will provide or arrange for the provision of accessible formats in a timely manner.
- The Health and Safety Committee will aim to understand functionality of accessible formats and communication supports available to better consult on requests for accessible formats that take into account an individual's disability needs.
- The Health and Safety Committee will produce accessible publicly available documents upon request.

**Accessible Websites and Content**

**Factory Shoe will take the following steps by January 1, 2014:**

Make new internet websites and new content on such websites conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

**Factory Shoe will take the following steps by January 1, 2021:**

Make Factory Shoe's internet websites and web content conform with WCAG 2.0 Level AA, except for exclusions set out in the IASR.

**Employment**

**Factory Shoe is committed to fair and accessible employment practices and will take the following steps to notify applicants and employees that reasonable accommodations will be provided, upon request by January 1, 2016:**

- On the Factory Shoe job postings, Factory Shoe will specify that it will make reasonable accommodations available for applicants with disabilities if required.
- Factory Shoe will inform applicants selected to participate in a selection process that reasonable accommodations are available during the recruitment process, upon request, in relation to materials and processes to be used.
- Upon request, Factory Shoe will consult with applicants and arrange for suitable accommodation; and
- Factory Shoe will notify the successful applicant, when making offers of employment, of Factory Shoe's policies for accommodating employees with disabilities.

**Factory Shoe is committed to informing employees of accessibility supports and will take the following steps by January 1, 2016:**

- Factory Shoe will inform employees and new hires of Factory Shoe policies to support employees with disabilities and keep employees up to date on changes to these policies;
- Factory Shoe will provide training for accommodating employees with disabilities; and
- Upon request and consultation from an employee with a disability, provide for suitable accessible formats and communication supports for: information needed by the employee to perform their job, and information that is generally available.

**Factory Shoe will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:**

- Develop a written process for the development of individual accommodation plans.
- Develop and document a return to work process for employees who have been absent from work due to a disability.
- The process will outline the steps that Factory Shoe will take to facilitate the employee's return to work and will use the individual accommodation plan as part of a successful return to work.

**Factory Shoe will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account during performance management, career development, and redeployment by January 1, 2016:**

Factory Shoe will assess the accessibility needs of employees with disabilities and individual accommodation plans when utilizing Factory Shoe's performance management processes, considering career development and advancement opportunities and redeployment of its employees with disabilities.

### **Design of Public Spaces**

Factory Shoe will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

**Factory Shoe will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:**

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For More Information**

For more information on this Multi-Year Accessibility Plan, please contact Krista Wise, or any store manager

Email: [krista@factoryshoe.ca](mailto:krista@factoryshoe.ca)

Accessible formats of this document are available upon request from Krista Wise