

Accessibility

What Is Accessibility?

Due to an aging population, the number of people with disabilities and accommodations is also growing. In an effort to accommodate those people with disabilities, the Government of Ontario introduced the Accessibility for Ontarians with Disabilities Act (AODA). The Act is designed to “break down barriers so that people of all abilities can live and work to their full potential”. Zarky’s has devised and implemented a [Mult-Year Accessibility Plan](#) that outlines the commitments and actions that Zarky’s Fine Foods will put in place to improve opportunities for people with disabilities.

As stated in our [Customer Service Policy](#), Zarky’s Fine Foods is committed to assisting those with disabilities in any way possible so that they can easily access the goods and services which Zarky’s offers both within our retail stores as well as on our website.

What is Web Accessibility?

Web Accessibility ensure that those with disabilities are able to navigate and interact with our website in a way that is convenient and comfortable for them. This includes having accessible documents, clear and easy to understand brochures, menus and advertisements as well as easy to read text. Further accommodations such as text transcripts of audio or visual information and/or descriptions of website pictures will be made available on request.

We are in the process of adhering to government-regulated compliance standards such as Web Content Accessibility Guidelines (WCAG) 2.0 level A and AA guidelines.

This is an ongoing project and our standards will continue to evolve and develop in accordance with Web Content Accessibility.

How to provide feedback about Accessibility?

At Zarky’s we value all our customers and strive to meet everyone’s needs. In order to serve you better we have created a [Customer Service Accessibility Feedback](#) form.

For more information on Zarky’s Fine Foods’ Accessibility plans, please contact Human Resources at:

- Phone: call 905-574-1500 ext. 1102 (9:00 a.m.-5:00 p.m. Monday-Friday (excluding holidays))
- Email: hr@zarkys.com

Accessibility Plan for Zarky's Fine Foods

Multi-Year Accessibility Plan for Zarky's Fine Foods

This 2014-2021 accessibility plan outlines the commitments and actions that Zarky's Fine Foods will put in place to improve opportunities for people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). This plan will be reviewed and updated at least once every five years. The act is being rolled out in stages over a period of years and therefore Zarky's will continue to revise its current plan and policies accordingly.

Statement of Commitment

Zarky's is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with all abilities in a way that allows them to maintain their dignity and independence. We believe in superior customer service, 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, especially as they relate to the Accessibility for Ontarians with Disabilities Act (AODA).

Policies

Zarky's Fine Foods has implemented a Customers Service Policy for people with disabilities that applies to all store locations across Hamilton, Ontario to ensure that customers with disabilities are treated with respect and dignity during their shopping experience at Zarky's.

Zarky's has implemented a Duty to Accommodate policy that applies to all staff members to ensure that staff do not face barriers to working or continuing to work because of disabilities.

Accessible Emergency Information

Zarky's is committed to providing its customers with publicly available emergency information in an accessible way upon request.

Training

Zarky's is committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees on accessibility as it relates to their specific roles. We will ensure that the training remains updated and current.

Self-service kiosks

Zarky's will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and communications

Zarky's is committed to meeting the communication needs of people with disabilities. We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Zarky's is currently in the process of updating its websites and content on those sites to conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA by January 1, 2021.

Employment Standards

Zarky's Fine Foods is committed to fair and accessible employment practices. Zarky's will provide reasonable accommodation to people with disabilities during the recruitment, assessment and hiring processes and during employment. Zarky's will review current recruitment policies, job descriptions, processes and communications and amend as necessary to reflect required integrated accessibility standards.

Zarky's will develop or revise as required; individual accommodation plans and return-to-work policies for associates who have been absent due to a disability and who require disability-related accommodation in order to return to work. The Return to Work Program will outline the steps that Zarky's will take to facilitate the return to work and will include documented individual accommodation plans. This return to work process will not replace or override any other return to work process created by or under any other statute (such as the Workplace Safety Insurance Act, 1997).

We will notify employees, potential hires, new hires and the public that accommodations can be made during recruitment and hiring.

Where needed, we will also provide customized emergency information to help an employee with disability during an emergency.

Zarky's will take the opportunity to identify and take any necessary steps to prevent and remove other accessibility barriers impacting employment.

Design of Public Spaces

Zarky's will work toward meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which can include accessible off-street parking, ramps, sidewalks, entrances and service-related elements like service counters and check-out lines.

Changes to existing policies

Zarky's will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

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Zarky's Fine Foods Integrated Accessibility Standards (IAS) -Multi Year Plan

Section 3: Establishment of Accessibility Policies: Prepare policy to enable compliance with integrated accessibility standards under AODA. Compliance date is January 1, 2014.

Status: This action has been reviewed and approved.

Section 4: Accessibility Plans: Post accessibility plan on website and provide accessibility plan in an accessible format upon request. Accessibility plan to be reviewed and updated at least once every (5) years in accordance with AODA requirements. Compliance date is January 1, 2014.

Status: Completed and currently under review.

Section 6: Self-Serve Kiosks: Currently not applicable to Zarky's Fine Foods. Zarky's will provide ongoing review and consideration to future prospective self-serve kiosks. Compliance date is January 1, 2014.

Status: No action necessary at this point in time

Section 7: Training: Determine and ensure that appropriate training on the requirements of the IAS and on the Ontario Human Rights code is provided to all referenced persons, as soon as practicable. Action taken to keep and maintain a record of the training provided, including the dates that training was provided and the number of individuals to whom it was provided. Ensure that training is updated on an ongoing basis. Compliance date is January 1, 2015.

Status: Completed and are being reviewed and updated on an ongoing basis.

Section 11: Feedback: Communicate to employees and to the public that they can provide feedback by phone, email, suggestion box and customer service accessibility feedback form. Compliance date is January 1, 2015.

Status: Completed and ongoing.

Section 12: Accessible Formats and Communication Supports: Determine accessible formats and communication supports to be provided upon request, regarding the organization's goods, services and facilities. Must ensure formats and supports can be provided in a timely manner at a cost that is no more than standard costs. Compliance date is January 1, 2016.

Status: Ongoing.

Section 12: Accessible Formats and Communication Supports: Determine the most appropriate accessible format or communication support when such a request is made. Compliance date is January 1, 2016.

Status: Ongoing.

Section 12: Accessible Formats and Communication Supports: Notify the public about the availability of accessible formats and communication supports by way of posting notifications in a visible area, on external website and via print materials, where appropriate. Compliance date is January 1, 2016.

Status: Ongoing.

Section 13: Emergency Procedures, Plans or Public Safety: Action taken to review and assess workplace health and safety emergency procedures on an ongoing and regular basis in accordance with the IAS and develop individualized emergency plans, where applicable. Emergency procedures and plans are made available in accessible format or with appropriate communication supports, as soon as practicable upon request. Compliance date is January 1, 2012.

Status: Ongoing.

Section 14: Accessible Websites & Web Content: IT has been provided with WCAG guidelines; has reviewed requirements and timelines for compliance. IT will provide continuous review of WCAG guidelines for changes and updates. By January 1, 2014 new internet websites and web content on those sites must conform with WCAG 2.0 Level A. By January 1, 2021 all internet websites and web content must conform with WCAG 2.0 Level AA other than, success criteria captions (live) and success criteria audio descriptions (pre-recorded).

Status: Ongoing.

Section 22: Recruitment-General: Review and if necessary, modify existing recruitment processes. Job advertisements to advise on commitment to providing accommodation for person with disabilities. Compliance date is January 1, 2016.

Status: Ongoing and under review.

Section 23: Recruitment, Assessment or Selection Process. Revise recruitment guides, processes and scripts to ensure candidates are advised of access to accommodation throughout the job selection process. Develop protocol to consult with selected applicants who make an accommodation request. Compliance date of January 1, 2016.

Status: Ongoing and under review.

Section 24: Notice to Successful Applicants: When making offers of employment, successful candidate will be made aware of policies in reference to accommodating employees with

disabilities. Revise recruitment process and offer letters accordingly. Compliance date is January 1, 2016.

Status: Under review.

Section 25: Informing Employees of Supports: Develop protocol and communication plan to inform current employees and new hires of policies supporting employees with disabilities which includes guidelines for situations where it is impracticable or not possible to provide a requested accommodation. Post IAS policy and communicate to all staff. Compliance date is January 2016.

Status: Under review.

Section 25: Informing Employees of Supports: Update new hire orientations and provide information to employees required under this section as soon as practicable after new employment begins. Compliance is January 1, 2016.

Status: Ongoing and under review.

Section 25: Informing Employees of Supports: Keep employees up to date on changes to existing policies on job accommodations with respect to disability. Compliance date is January 1, 2016.

Status: Ongoing.

Section 26: Accessible formats & communication supports for employees. Communication plan to inform employees, upon request, about accessible formats and communication supports for job-related information and general employee information. Compliance is January 1, 2016.

Status: Ongoing.

Section 27: Workplace Emergency Response Information: Ensure individualized emergency response information is provided upon request. Review emergency response process on an ongoing basis at regular health and safety meetings. Ensure individualized workplace emergency response information is available in alternative formats and, upon the employee's consent, provided to designated persons. Ensure emergency response plans are kept up to date. Compliance is January 1, 2012.

Status: Completed and ongoing.

Section 28: Documented Individual Accommodation Plan: Develop a process for the development of documented individual accommodation plans. Update and revise Employee Handbook to include the Individual Accommodation and return to work plan. Compliance date is January 1, 2016.

Status: Completed and ongoing.

Section 29: Return to Work Process: Review and update current Return to Work plan to include all requirements and document the return to work process. Compliance is January 1, 2016.

Status: Completed and ongoing.



CUSTOMER SERVICE POLICY

Purpose

To treat all customers with dignity and respect while ensuring that Zarky's Fine Foods is providing accessible customer service to accommodate people with various kinds of disabilities or limitations.

Our Mission

The mission of Zarky's Fine Foods is to provide superior quality and service to guarantee an ultimate shopping experience while offering the finest and healthiest prepared foods within the industry. We stand behind our slogan "from our kitchen to yours" by providing customers with freshness, variety and competitive prices. Providing extraordinary customer service is the foundation of everything that we do and builds the future of our business.

Our Commitment

In fulfilling our mission, Zarky's Fine Foods, strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disability. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing goods and service to people with disabilities

Zarky's Fine Foods is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- 1. Communication:** We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. If an accommodation for a particular disability is not readily available, the customer's request should be recorded by the acting Store Manager and submitted to Human Resources for review.

- 2. Telephone Services:** We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.
- 3. Assistive Devices:** We are committed to serving people with disabilities who use devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- 4. Billing:** We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or email. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of service animals and support persons: We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Zarky's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption: Zarky's will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

Training for staff: Zarky's will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures including the owners and senior management of Zarky's Fine Foods. Individuals in the following positions will be trained: all office personnel, all managers, supervisors, department heads, all catering

and food handling staff, all drivers, shippers/receivers as well as anyone else who may have interaction with the public. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Zarky's goods and services
- Zarky's Fine Food's policies, practices and procedures relating to the customer service standard.
- Fair and accessible employment practices including the duty to accommodate policy as well as accommodations made for recruitment and hiring practices.
- Training will take place during orientation with new hires and will be conducted by the Manager, Human Resources or designate. Each person trained will receive a training manual and other pertinent materials. Staff will also be trained using training materials on an ongoing basis when changes are made to these policies.

Feedback process: The ultimate goal of Zarky's Fine Foods is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Zarky's provides goods and services to people with disabilities can be made by using our suggestion box, email (found on our website) or verbally either in person or via telephone. In addition, Zarky's has created a [Customer Service Accessibility Feedback Form](#). Customers can expect to hear back within 5 business days.

Modification to this or other policies: We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, please contact Human Resources. Our customers are welcome to ask for any documents required under the customer service standard as they will be made available upon request.

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- Email: hr@zarkys.com



Customer Service Accessibility Feedback Form

Thank you for visiting and shopping at Zarky's Fine Foods. We value all of our customers and strive to meet everyone's needs. In order to serve you better, we ask that you complete the following questionnaire:

Please tell us the store location, date and time of your visit: _____

Did we respond to all of your customer service needs today?

Are you satisfied that you received accessible customer service?

Please provide comments regarding how we could serve you more effectively: _____

Did you experience any difficulties in accessing our goods and services?

Please add any other comments you may have:

Please provide contact information if you would like a response (optional):

Name: _____ **Phone Number:** _____

Email: _____

Thank you for taking the time to provide us with your feedback. You may leave this form with a cashier or Store Manager. You may also email this form to us at info@zarkys.com or to hr@zarkys.com.