

North Wellington Co-op strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps NWC is taking to meet those requirements and to improve opportunities for people with disabilities. AccessON completed a desk audit in the summer of 2019. We and made a few corrections and improved our training information to get approved. All the AODA standards are reviewed with all staff at annual Winter Training.

Our plan shows how NWC will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

Customer Service

NWC has remained in compliance with the Customer Service Standard since 2011. The feedback form is available at the store counters, on the website and in other forms as requested. NWC has a plan in place to handle when feedback forms are received. Positive verbal feedback was received regarding the new ramps at the locations that built them.

For more information about Ontario's Customer Service Standard, visit ontario.ca/AccessON

Information and Communications

NWC developed the Information and Communications policy in 2014. The website conforms to WCAG 2.0 Level AA as required.

Emergency plans for the company are trained annually to all staff and approved by and made available to the fire department and other emergency services.

Employment

NWC developed the Employment policy in 2014. The Branch Managers are aware of employees with disabilities and have discussed and prepared an individual Emergency Response plan. At Winter Training in 2015, all employees reviewed the AODA requirements and learned about accommodation controls. The Work Reintegration plan was updated in 2015 and trained to all employees at Winter Training 2016. The customer service tips and tricks were a focus at Winter Training 2020.

Design of Public Spaces

The two locations that didn't already have level entry access have been modified with ramps at the main entrances.

Self-service kiosks

Our cardlock kiosks are not accessible at this time. Personal assistance can be used for our fuel pumping systems. We don't use kiosks in our stores.

Section Two: Future Strategies and Actions

Customer Service

NWC 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.

Information and Communications

NWC is committed to making our information and communications accessible to people with disabilities. On-going website design and outreach to customers includes a focus on accessibility. We will provide multiple formats of all information upon request.

Employment

NWC is committed to fair and accessible employment practices.

Training

NWC 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. Winter Training regularly includes training in AODA policies, requirements, and employee opportunities for accommodation needs. Accommodation requests are reviewed annually at performance review meetings.

Design of Public Spaces

As our buildings age, we keep in mind the AODA requirements. Button access doors may be in our future. When our counters or store layouts are changed, we follow AODA requirements.

Self-service kiosks

NWC is committed to incorporating accessibility features / considering accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks. Modifying the existing cardlock kiosks to accommodate persons with disabilities may happen if requested or deemed necessary.

For More Information

For more information on this accessibility plan, or standard and accessible formats of this document, please contact Mollie Loughran at

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