



ACCESSIBILITY FOR CUSTOMERS WITH DISABILITY	EFFECTIVE DATE: JANUARY, 2015 REVIEW: 2019	Page 1 of 4
SUBJECT: Integrated accessibility standards for customers with disabilities.		

Statement of Commitment:

Kisko Products 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*.

This 2015-21 accessibility plan outlines the policies and actions that Kisko will put in place to improve opportunities for people with disabilities. This plan will be in effect for 5 years and reviewed in 2019.

PURPOSE:

This policy is intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Kisko Products shall follow the principles of dignity, independence, integration and equal opportunity.

SCOPE:

This policy applies to the provision of goods and services at premises owned and operated by Kisko Products.

This policy applies to employees and volunteers, who deal with the public or other third parties that act on behalf of Kisko Products, including when the provision of goods and services that occurs off the premises of Kisko Products.

This policy shall also apply to all persons who participate in the development of the Kisko Products policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

REFERENCES/DOCUMENTATION:

- *Accessibility for Ontarians with Disabilities Act, 2005*

RESPONSIBILITIES AND AUTHORITY:

The President is responsible to:

- Ensure systems are in place to verify employees are following Kisko's integrated accessibility standards.

Manager and/Supervisors are responsible to:

Ensure that the designated employee receive training and enforce policy.

Human Resources responsible to:

- Train and maintain training records for all current employees.

Customer service personnel are responsible to:

- Ensure that they receive the required training and implement it

PROCEDURE:

Customer Service

Kisko Products will comply with the *Customer Service Standards for Accessibility* by January, 2015 confirms the continuation of our commitment to treating all people in a way that allows them to maintain their dignity and independence. Refer to Accessible Customer Service Policy.

Training

Kisko Products will provide training to employees on Ontario 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 and will cover the following:

Kisko Products will take the following steps to ensure existing employees are provided with the training needed to meet Ontario's accessible laws by January 2015. We will:

1. Identify positions require training
2. Source a training method and supplier
3. Complete the training

Training will be provided to:

- a) All employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Kisko Products.
- b) Those who are involved in the development and approval of customer service policies, practices and procedures.
- c) All Managers, Supervisors and Lead Hands

New employees will be trained as soon as practical after assuming responsibilities of the job. Training records will be kept. Training will be updated as needed.

Information and Communication

Kisko Products is committed to providing their employees, customers, and clients with public available information in an accessible way upon request. Included in this information we will also provide employees, customers and clients with disabilities with individualized emergency response information when necessary.

Kisko Products will ensure that all new websites and content on those sites will conform to WCAG 2.00, Level A, and will contract a supplier to ensure that all websites conform to WCAG 2.0, Level AA by January 1, 2021.

Feedback Process

Kisko Products is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Information about the feedback process will be readily available to all customers and notice of the process will be made available by feedback form, phone, e-mail, fax or website.

Submitting Feedback:

Customers can submit feedback to:

Kisko Products
50 Royal Group Crescent Unit #1,
Woodbridge, ON L4H 1X9

Ph. 905 652 2363
Toll Free 1866 905 4756 (Canada only)
Fax: 9056527981
Website: www.kiskofreezies.com/contact.htm

Kisko Products will ensure that existing feedback processes are accessible to people with disabilities upon request by January, 2015. To provide feedback, persons can contact Customer service department by phone at (905) 652 2363, and/or on-line by e-mailing info@kiskofreezies.com

Employment

Kisko Products is committed to fair and accessible employment practices. We will take the following steps to notify public and staff, when requested; we will accommodate people with disability during the recruitment and assessment processes and when people are hired.

1. Recruitment

When placing job ads and/or notices (internal/external) Kisko Products will notify its employees, public and external employment agencies of the availability of accommodations for applicants with disabilities. Current processes will be reviewed and updated.
Due - January 1, 2016

2. Assessment and Selection

Once an applicant has been chosen to participate further in the selection process, they will be notified that accommodations are available upon request, as pertaining to the materials and methods used in the selection process and job assessment. Current processes will be reviewed and updated.
Due - January 1, 2016

3. Communication to Successful Applicants

As part of the job offer letter and the new employee orientation process, Kisko Products will notify the successful applicant of its policies for accommodating employees with disabilities. Offer letter and orientation check list will be reviewed and revised.

Due – January 1, 2016

4. Accessible Formats and Communication Supports

If an employee with a disability makes a request for arrangement of accessible formats and communication supports, Kisko Products will consult with the employee and provide what is needed for the employee to perform his/her job function. Current processes will be reviewed and updated.

Due - January 1, 2016

5. Workplace Emergency Response Plan for Employee with Disabilities

Provided assistance is required, and Kisko Products is made aware of the need for accommodation by an employee, an individualized emergency response plan will be developed for an employee with a disability. Kisko Products Emergency Evacuation Policy will be reviewed to include individual emergency response plans. Existing and new employees will be asked if they require assistance due to a disability, in the event there is an emergency.

Due - January 1, 2016.

6. Documented Individual Accommodation Plans

Kisko Products will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested by the employee and necessary, the plan will include accessible formats, communication supports and emergency response information and assistance. Current processes will be reviewed and updated.

Due - January 1, 2016

7. Return to Work Process

Kisko Products will maintain a documented return to work process for its employees who have been absent from work due to a disability, and who require disability related accommodations in order to return to work. Current processes will be reviewed and updated.

Due - January 1, 2016

8. Performance Management and Career Development

Kisko Products will take into account the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement opportunities to employees. Current processes will be reviewed and updated.

Due - January 1, 2016.

Design of Public Spaces

Kisko Products will ensure that we meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces as identified in the regulation.

Due- January 1, 2017.

For More Information:

For more information on this accessibility plan it can be reviewed on our website @ www.kiskofreezies.com or else contact Customer Service at:

Customer Service
Kisko Products
50 Royal Group Crescent Unit #1,
Woodbridge, ON L4H 1X9

Ph. 905 652 2363
Toll Free: 1 866 905 4756 (Canada only)
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