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Seacore Seafood Multi-Year Accessibility Plan (2021- 2026)

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

Seacore Seafood is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

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

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1: Past Achievements to Remove and Prevent Barriers

Customer Service

- Ensure all persons who, on behalf of Seacore, deal with the public are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Completion of accessibility training is tracked and recorded.
- Ensure all customers who are accompanied by service animals or support persons in areas of Seacore Seafood open to the public are accommodated.
- Developed AODA- Customer Service Policy.
- Have a process to welcome customer feedback to improve the accessibility of product and services.

Information and Communications

- Developed AODA- Integrated Accessibility Standards Policy.
- Developed Multi-year Accessibility Plans and will revise at least once every five years.
- All publicly available information is made accessible upon request.



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- Seacore Seafood has selected a designated person who will receive and respond to any requests for accessible formats and communication supports.

Employment

- Developed an Emergency Evacuation Assistance Policy for employees who have a disability and require assistance in evacuating the building in an emergency situation.
- Have a process in place to create individual accommodation plans for employees with disabilities upon request.
- Developed a return-to-work process for employees absent due to a disability who require disability-related accommodations in order to return to work.
- Reviewed and updated existing recruitment policies, procedures and processes.
- Job postings include a statement regarding accommodations: "Seacore Seafood/Seafood Depot is committed to accommodating individuals with disabilities. If you are contacted about an employment opportunity, please advise if you require accommodation".
- Inform job applicants about the availability of accommodation.
- If selected applicant requests accommodation, consult with the applicant and arrange the provisions.
- Will provide accessible formats and communication supports when requested by an employee with a disability and the information is needed to perform the employee's job and is generally available to employees in the workplace.

Training

- Ensure that training is provided, on an ongoing basis, as it related to polices that have been updated regarding AODA.
- Ensure new employees complete Ontario Human Rights Code and the AODA training during their orientation.

Section 2: Strategies and Actions

Customer Service

Seacore Seafood is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others. Some of the strategies we will implement include:

- Update AODA- Customer Service Policy as necessary.
- Have employees complete refresher training on AODA customer service.



Information and Communications

Seacore Seafood is committed to making our information and communications accessible to people with disabilities. Some of the strategies we intend to implement include:

- Post our feedback process on our website.
- Provide up-to-date contact information for anyone who wants to provide feedback.
- Review new content on our website and ensure that it meets the WCAG 2.0, Level A standards.
- Make any necessary changes to content.
- Updating Multi-year Accessibility Plan when needed.

Employment

Seacore Seafood is committed to fair and accessible employment practices. Some of the strategies we intend to implement include:

- Include our commitment to accessibility on our careers page.
- Take into account and accommodate the accessibility needs of employees with disabilities during performance management, career development and redeployment.

Training

Seacore Seafood 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. Seacore Seafood is planning to launch additional refresher training related to AODA to all employees. Some of the strategies we will implement include:

- Track and confirm that all employees, on an ongoing basis, have reviewed the AODA policy and training materials.
- Update training needs as necessary.

For More Information

For more information on this accessibility plan, please contact at

Human Resources, Seacore Seafood
905-856-6222 ext. 8288



Our accessibility plan is publicly posted at seacoreseafood.com

Standard and accessible formats of this document are free on request from

Human Resources
905-856-6222 ext. 8288