

COMPLIANCE CATEGORY	DESCRIPTION	COMPLIANCE DATE	ACTION TAKEN
Accessible Customer Service	Train staff and volunteers to serve customers of all abilities. Keep a written record of the training. Welcome service animals and support persons.	1-Jan-12	Staff trained using AccessForward online General Requirements and Customer Service Standard training modules ( <a href="http://www.accessforward.ca/Training for AODA/">http://www.accessforward.ca/ Training for AODA/</a> ); Training tracking sheet created and training recorded.
Accessible Customer Service Policy	Put an accessibility policy in place so employees, volunteers and customers can know what to expect.	1-Jan-12	Created GPFC Accessible Customer Service Policy; Policy provided to employees and posted on Gabriel Pizza Website.
Accessible Emergency and Public Safety Information	Provide accessible emergency and public safety information. When asked, provide publicly available emergency information, such as evacuation plans, in accessible formats.	1-Jan-12	Evacuation plans available in accessible formats upon request.
Accessible Emergency Information - Staff	Provide accessible emergency information to staff including accessible workplace information when an employee with a disability asks for it. This includes: - any information that employees need to perform their jobs - general information that is available to all employees at work (e.g., company newsletters, bulletins about company policies, and health & safety information) - information about emergency procedures When necessary, provide Individualized Workplace Emergency Response Information (IWERI) as soon as an employee requests it, or when employer becomes aware that an employee may need accommodation in an emergency.	1-Jan-12	Evacuation plans made available. Workplace information in an accessible format available to employees upon request.  Memo re <b>Employee Safety During Emergency</b> issued to all employees and <b>new employees receive it as part of the onboarding process</b> ; Create Individualized Workplace Emergency Response Information plans as needed
Feedback processes for employees and the public	Provide a way for your customers who have disabilities to comment on how you provide accessible customer service. Let them know how to provide that feedback and how you will act on complaints. Address barriers that are identified as existing in your workplace.	1-Jan-12	<b>Accessible Customer Policy</b> includes a section on Feedback; posted on Gabriel Pizza Website. Barriers that are identified are addressed.
Accessibility Policies and Multi-Year Plan	Create Accessibility Policies that include a statement of commitment to accessibility; advise employees and customers about your policies. Create a written Multi-Year Accessibility Plan, outlining what steps will be taken to prevent or remove barriers to accessibility; post on websites and provide in an accessible format; update plan at least once every five years.	1-Jan-14	<b>Accessible Customer Policy</b> , that includes a section on Feedback, posted on Gabriel Pizza Website, with a link from the C&C Website; accessible formats available. Barriers that are identified are addressed.  <b>Multi-Year Accessibility Plan</b> created and posted on Gabriel Pizza website. Upon request, available in an accessible format.
Self-Service Kiosks	Consider accessibility when purchasing or designing self-service kiosks.	1-Jan-14	GPFC does not have self-service kiosks; should there be a requirement in the future, accessibility will be considered.
Accessible Websites	Make websites accessible, ensuring that they conform to the international Web Content Accessibility Guidelines (WCAG) 2.0 as outlined in the standard.	1-Jan-14	GPFC website complies with WCAG 2.0 standard.
Employee Training	Train all employees on Ontario's Accessibility Laws and accessibility requirements that apply to their job duties/the organization.	1-Jan-15	Trained employees using the AccessForward training modules in the specific areas of Employment, Information & Communications, Design of Public Spaces as applicable to their work responsibilities. <b>New employees trained as part of onboarding process.</b>
Training Records	Maintain written records of all training done to meet the accessibility requirements that apply to your organization	1-Jan-15	Training records maintained of training completed to meet the requirements of GPFC.
Accessible Methods for Feedback	Create accessible ways for people to provide feedback	1-Jan-15	GPFC Accessibility Policies identify various ways for individuals to provide feedback (Via website, phone, email or in person).

<b>Accessible Public Information</b>	Make your Public Information Accessible when asked and work with the individual to determine how to meet their needs as soon as possible.	1-Jan-16	Public information in an accessible format is available upon request.
<b>Accessible Employment Practices - Accommodation &amp; Return to Work</b>	Document processes for developing individual accommodation plans and return-to-work plans	1-Jan-16	<b>GPFC Accommodation Policy</b> outlines the steps to follow when developing an individual accommodation plan; Return-to-work process included in Sick Leave policy.
<b>Accessible Employment Practices - Hiring</b>	Notify employees and the public that you will accommodate the needs of people with disabilities in your hiring process by posting the information on the website or including it in job postings.	1-Jan-16	Gabriel Pizza website 'Employment' Tab indicates that Gabriel Pizza welcomes and encourages applications from people with disabilities and that accommodations are available on request for candidates taking part in all aspects of the selection process.
<b>Accessible Employment Practices - Talent and Performance Management</b>	If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you: hold formal or informal performance reviews; promote or move them to a new job.	1-Jan-16	The accessibility needs of all employees will be taken into account if using performance management, career development, and/or redeployment processes.
<b>Workplace Information</b>	Provide workplace information in an accessible format if an employee asks for it. (Talk to your employees with disabilities about how they need to receive information.) This includes: any information employees need to perform their jobs (e.g. job descriptions and manuals); general information that is available to all employees at work (e.g. company newsletters, bulletins about company policies and health and safety information)	1-Jan-16	Workplace information in an accessible format provided upon request. Created employee emergency response information with questions and authorization for Individual Accommodation Plans. Plans will be created per individual needs as required.
<b>Workplace Emergency Response</b>	For employees with disabilities provide Individualized Workplace Emergency Response Information (IWERI) to the employee, and with their consent share with the people designated to assist them in an emergency. Review the employee's emergency response information when: - the employee changes work locations: - you review the employee's overall accommodation needs - you review your organization's general emergency response policies	1-Jan-2012 1-Jan-2016	Memo provided to employees re Employee Safety During Emergencies; new employees are provided with a copy of this memo.
<b>Communicate Accessibility Policies</b>	Tell new employees when they are hired about accessibility policies to support people with disabilities. Communicate to all employees via newsletters, emails, memos, websites, bulletin boards, staff meetings, one-on-one conversations if there are any changes to the policies.	1-Jan-16	Accessibility Policies communicated to existing and new employees (Accessibility Policy; Customer Service Policy; Employee Safety During Emergencies; Accommodation Policy). Changes to policies communicated to employees.
<b>Make New or Redeveloped Public Spaces Available</b>	New or redeveloped public spaces must take into account access as part of the design. This includes outdoor eating areas, parking lots, service counters, waiting lines & areas with fixed seating.	1-Jan-17	Any new builds take access into account as part of the design for outdoor eating areas, parking lots, service counters, waiting lines & areas with fixed seating. GPFC does preventative and emergency maintenance of applicable public spaces and would make alternate arrangements in the event of a temporary disruption when accessible elements are not in working order.
<b>Accessibility Compliance Report</b>	File Accessibility Compliance Report	31-Dec-17	Filed Accessibility Compliance Report December 2017