



# **Accessibility for Ontarians with Disabilities Act**

## **BENTO SUSHI DOCUMENTS**

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## **BENTO SUSHI ACCESSIBILITY CUSTOMER SERVICE POLICY**

### **Purpose**

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under 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 Bento Sushi shall follow the principles of dignity, independence, integration and equal opportunity.

### **Scope**

- a) This policy applies to the provision of goods and services at premises owned and/or operated by Bento Sushi.
- b) This policy applies to teammates, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Bento Sushi, including when the provision of goods and services occurs off the premises of Bento Sushi such as in: onsite kiosks, delivery services, vendors, drivers, catering and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and/or operated by Bento Sushi.
- d) This policy shall also apply to all persons who participate in the development of the Bento Sushi's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

### **Definitions**

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

## **General Principles**

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*,

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this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Bento Sushi will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Bento Sushi.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

#### Food Service Areas:

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

#### Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Bento Sushi will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of a teammate).

#### Applicable Laws:

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

*Dog Owners' Liability Act, Ontario*: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

#### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Bento Sushi may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

### Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

### Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Bento Sushi will make all reasonable efforts to meet the needs of all individuals.

#### D. Support Persons

If a customer with a disability is accompanied by a support person, Bento Sushi will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Bento Sushi will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

#### E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Bento Sushi. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Bento Sushi's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

### Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

### Notifications Options:

When disruptions occur Bento Sushi will provide notice by:

- posting notices in conspicuous places including at the service counters and/or at the main entrance of our premises.
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

Bento Sushi shall provide customers with the opportunity to offer feedback on the service. Information about the feedback process will be readily available to all customers and notice of the process upon request.

Customers who wish to provide feedback by completing a feedback form (Customer Service Feedback Form) or verbally can do so to any Bento Sushi teammate.

Customers that provide formal feedback will receive acknowledgement within 72 hours, along with any resulting actions based on concerns or complaints that were submitted.

Submitting Feedback:

Customers can submit feedback to:

Vice President, Onsite - Operations  
Bento Sushi, 25 Centurian Drive, Suite 208, Markham, Ontario L3R 5N8  
Tel: 905-513-0028  
Email: [feedback@bentosushi.com](mailto:feedback@bentosushi.com)  
Website: [www.bentosushi.com](http://www.bentosushi.com)

G. Training

Training will be provided to:

- a) all teammates, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Bento Sushi; for example: sushi chefs, drivers, area supervisors/managers and sales person; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the

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following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Bento Sushi's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

#### Training Schedule:

Bento Sushi will provide training as soon as practicable. Training will be provided to new teammates, volunteers, agents and/or contractor who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

#### Record of Training:

Bento Sushi will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

#### Notice of Availability and Format of Documents

Bento Sushi shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and/or operated by Bento Sushi, the Bento Sushi's website and/or any other reasonable method.

This policy and its related procedures will be reviewed as required in the event of legislative changes.

#### Form

Customer Service Feedback Form

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Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990

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## ACCESSIBLE CUSTOMER FEEDBACK PROCESS

Bento Sushi will provide customers with a disability the opportunity to give feedback on the accessibility of goods and services received on their visit. Information about the feedback process will be readily available to all customers and notice of the process upon request.

Procedure:

Feedback can be provided by:

- Customer Service Feedback Form that can be provided by the employee
- Verbally to our employees onsite
- By mail to: Vice President, Operations, Onsite  
Bento Sushi, 25 Centurian Drive, Suite 208, Markham, L3R 5N8
- By Tel: 905-513-0028

*(Voicemail is available on Saturday, Sunday and after hours. Messages left will be returned the following business day)*

- By Email: [feedback@bentosushi.com](mailto:feedback@bentosushi.com)

All feedback will be directed to the Vice President, Operations Onsite.

Customers can expect to hear back in within 72 hours.

Complaints will be addressed according to the already established complaint management procedures of the company.

All customer feedback is logged and tracked to ensure quality response and resolution, including the actions that were or will be taken.

Bento Sushi will not disclose personal information for purposes other than those required to address feedback and inquiries related to accessible customer services.

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# Customer Service Feedback Form

Thank you for visiting Bento Sushi! We are committed to providing its goods and services in a manner that respects the dignity and independence of all people. In order to ensure that we are meeting your needs, please complete the information below.

Date of Visit: \_\_\_\_\_

Location visited : \_\_\_\_\_

## 1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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## 2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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## 3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

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Contact Information (optional)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

We also provide additional methods of receiving customer feedback including:

By Mail:       Attention: Vice President, Onsite - Operations  
                  Bento Sushi, 25 Centurian Drive, Suite 208, Markham, L3R 5N8  
By Email:      feedback@bentosushi.com  
By Tel:        905-513-0028  
By Fax:        905-513-9855

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# **ACCESSIBILITY PROCEDURES**

## **PURPOSE**

Bento Sushi is committed to providing accessible and equitable service to all customers. Bento Sushi is committed to providing its goods and services in a way that respects the dignity and independence of our customers with disabilities. Bento Sushi is also committed to giving customers with disabilities the same opportunity to access Bento Sushi's goods and services and to benefit from them in and in a similar way as other customers. Bento Sushi is committed to meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## **PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES**

Bento Sushi will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing Bento Sushi's goods and/or services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and/or services; and
- Communicating in a manner that takes into account a customer's disability.

## **COMMUNICATION - PRINT MATERIAL ACCOMMODATIONS PROCEDURES**

To ensure accessibility of our goods and/or services, upon request, Bento Sushi's employees will engage in alternate methods of communication with a customer. One alternate method of communication is using print materials to communicate with a customer. This includes:

- Providing a note pad and pen to a customer to allow him/her to communicate in writing

- An employee reading print information aloud to a customer
- If a solution or accommodation is not readily available or provided, the customer's request will be recorded and accommodated to the best of our ability.

## **COMMUNICATION - TELEPHONE SERVICES**

Bento Sushi is committed to providing fully accessible telephone service to all customers. We will train Bento Sushi employees to communicate with customers over the telephone in plain language while speaking clearly and slowly. We will also make our employees familiar with technologies intended for persons with disabilities. Bento Sushi will offer to communicate with Guests by e-mail, fax, or letter if telephone communication is not suitable to their communication needs or is unavailable.

## **ASSISTIVE DEVICES PROCEDURES:**

Bento Sushi welcomes the use of assistive devices by persons with disabilities in order to obtain, use or benefit from our goods and services. Some examples of assistive devices are walkers, wheelchairs, and oxygen tanks.

Bento Sushi employees will maintain a strong working knowledge of the presence and location of all assistive devices available on company premises, including:

- Elevator(s)
- Automatic doors
- Wheelchair accessible ramps/tables

Upon request, employees will direct customers to the location of assistive devices on company premises.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures for e.g. alternative locations will be used to ensure the access of goods and/or services to customers with disabilities.

## **USE OF SERVICE ANIMALS AND SUPPORT PERSONS SERVICE ANIMAL PROCEDURES**

If a customer does not have documentation for their service animal but it appears to be reasonable that the animal is providing assistance, the animal should be permitted on Bento Sushi premises (except in circumstances where animals are excluded by law). No service animal will be evicted, excluded or separated from its owner unless the animal demonstrates behaviour posing a direct threat to the health and safety of others or is excluded by law. If service animals are excluded by law or if a health and safety concern presents itself, for example another customer has a severe allergy to the service animal, Bento Sushi will provide alternative ways for persons with disabilities to access its good and/or services including:

- Bringing the goods and/or services to a reasonable location where the service animal is permitted
- Securing the animal in a safe location and offering the guidance of an employee

## **SUPPORT PERSON PROCEDURES**

Support persons will be permitted access to Bento Sushi goods and/or services in the same manner as any other customer. Bento Sushi will ensure that both the customer with the disability and the support person are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

## **NOTICE OF TEMPORARY DISRUPTION PROCEDURES**

Management is responsible for posting notices regarding any disruption to services. A template notice for posting is available on Sharepoint.

Notices will be posted at the service counters and/or at the main entrance of our premises and/or by way of social media, including the use of Facebook and/or Twitter.

If the disruption is planned, such as nearby construction, the notice will be provided in advance. Notices will include the reason for the disruption, its expected duration as well as a description of any alternative location and/or services available.

All efforts will be made to rectify any service disruption that is within the control or knowledge of Bento Sushi as soon as practicable

## **FEEDBACK PROCESS PROCEDURES**

Bento Sushi will provide customers with a disability the opportunity to give feedback on the accessibility of goods and services received on their visit. Information about the feedback process will be readily available to all customers and notice of the process upon request.

Feedback can be provided by:

- Customer Service Feedback Form that can be provided by the employee
- Verbally to our employees onsite
- By mail to:
  - Vice President, Operations onsite
  - Bento Sushi, 25 Centurian Drive, Suite 208, Markham, L3R 5N8
- By Tel: 905-513-0028

- By Email: [feedback@bentosushi.com](mailto:feedback@bentosushi.com)

All feedback will be directed to the Vice President, Operations Onsite. Customers can expect to hear back in within 72 hours. Complaints will be addressed according to the already established complaint management procedures of the company. All customer feedback is logged and tracked to ensure quality response and resolution, including the actions that were or will be taken

## **TRAINING PROCEDURES**

All existing employees and volunteers will complete training prior to January 1, 2012. All required new employees and volunteers will complete training within the first two weeks of employment. Training will be provided in a format that is best suited to the management and employees including one-on-one, in writing, online, etc.

Training will be recorded and updated in respect to any changes to the policies, practices, or procedures surrounding accessibility for customers with disabilities. Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act
- How to interact and communicate with persons of disability in a manner that takes into account his or her disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use equipment or devices available that may help with the provisions of goods and/or services
- What to do if a person with a particular type of disability is having difficulty accessing goods and/or services
- Review Bento Sushi`s policies, practices, and procedures pertaining to providing accessible customer service to persons with disabilities.

Training will be recorded on the New Hire Checklist. Individual training records will be kept in the employee files in the Human Resources Department.

Training needs will be reviewed and updated as required to reflect any legislative or organizational changes.

## **QUESTIONS ABOUT THESE PROCEDURES**

The purpose of these procedures ensure that we provide a framework through which Bento Sushi can achieve the best experience for customers with disabilities. If anyone has a question

about the procedures, or if the purpose of these procedures is not understood, an explanation should be provided by, or referred to:

Vice President, Human Resources  
Tel: 905-513-3887  
Email: [feedback@bentosushi.com](mailto:feedback@bentosushi.com)

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# ACCESSIBILITY POLICY

## **Purpose**

The following policy has been established by Bento Sushi to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Bento Sushi is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

## **Commitment**

Bento Sushi 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 persons 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 policy will be implemented in accordance with the time frames established by the Regulation.

## **Accessibility Plan**

Bento Sushi will develop, maintain and document an Accessibility Plan outlining the Bento Sushi’s Plan to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Bento Sushi’s website. Upon request, Bento Sushi will provide a copy of the Accessibility Plan in an accessible format.

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## **Training Teammates and Volunteers**

Bento Sushi will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- all its teammates and volunteers;
- all persons who participate in developing Bento Sushi's policies; and,
- all other persons who provide goods, services or facilities on behalf of the Bento Sushi

The training will be appropriate to the duties of the teammates, volunteers and other persons. Teammates will be trained when changes are made to the accessibility policy. New teammates will be trained within the first two weeks of their starting date. Bento Sushi will keep a record of the training it provides.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

Bento Sushi will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

### **Accessible Formats and Communication Supports**

Upon request, Bento Sushi will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Bento Sushi will consult with the person making the request in determining the suitability of an accessible format or communication support.

Bento Sushi will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content**

Bento Sushi will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

## **EMPLOYMENT STANDARDS**

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## **Recruitment**

Bento Sushi will notify its teammates and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

## **Recruitment, Assessment or Selection Process**

Bento Sushi will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Bento Sushi will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

## **Notice to Successful Applicants**

When making offers of employment, Bento Sushi will notify the successful applicant of its policies for accommodating teammates with disabilities.

## **Informing Teammates of Supports**

Bento Sushi will continue to inform its teammates of its policies (and any updates to those policies) used to support teammates with disabilities, including policies on the provision of job accommodations that take into account a teammate's accessibility needs due to disability. This information will be provided to new teammates as soon as practicable after commencing employment.

## **Accessible Formats and Communication Supports for Teammates**

Upon the request of a teammate with a disability, Bento Sushi will consult with the teammate to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other teammates.

In determining the suitability of an accessible format or communication support, Bento Sushi will consult with the teammate making the request.

## **Workplace Emergency Response Information**

Bento Sushi will provide individualized workplace emergency response information to teammates who have a disability, if the disability is such that the individualized information is necessary, and if Bento Sushi is aware of the need for accommodation due to the teammate's

disability. Bento Sushi will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the teammate requires assistance, Bento Sushi will, with the consent of the teammate, provide the workplace emergency response information to the person designated by Bento Sushi to provide assistance to the teammate.

Bento Sushi will review the individualized workplace emergency response information when the teammate moves to a different location in the organization, when the teammate's overall accommodations needs or plans are reviewed.

### **Documented Individual Accommodation Plans**

Bento Sushi will maintain a written process for the development of documented individual accommodation plans for teammates with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **Return to Work Process**

Bento Sushi maintains a documented return to work process for its teammates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Bento Sushi will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie., the Workplace Safety Insurance Act, 1997).

### **Performance Management, Career Development and Advancement & Redeployment**

Bento Sushi will take into account the accessibility needs of teammates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to teammates, or when redeploying teammates.

## **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Elizabeth Sun

Vice President, Human Resources

Email: [esun@bentosushi.com](mailto:esun@bentosushi.com) Contact No: 905-513-0028

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**BENTO SUSHI**  
**Multi-Year Accessibility Plan**  
**2013 – 2015**

**To obtain this document in an alternate format, please contact The Human Resources Department at 905-513-0028, extension 110 or at [feedback@bentosushi.com](mailto:feedback@bentosushi.com)**

Compliance Date	Section	Initiative	Description	Action	Status
<b>January 1, 2012</b>	<b>PART III – EMPLOYMENT STANDARD</b>				
	27	Workplace Emergency Response Information	<p>27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> <li>(a) when the employee moves to a different location in the organization;</li> <li>(b) when the employee's overall accommodations needs or plans are reviewed; and</li> <li>(c) when the employer reviews its general emergency response policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicated emergency procedures to all employees.</li> <li>• Employee Emergency Information Form distributed to all employees and available on the intranet for employees who have a disability to complete and submit to their supervisor.</li> </ul>	Completed

January 1, 2014	Section	Initiative	Description	Action	Status	
	<b>PART I – GENERAL REQUIREMENTS</b>					
	3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> <li>• Policy prepared and approved.</li> <li>• Developed strategy to communicate policies to teammates.</li> </ul>	Completed	
4	Accessibility Plans	4.(1) Large organizations shall, <ul style="list-style-type: none"> <li>a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</li> <li>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> <li>c) review and update the accessibility plan at least once every five years.</li> </ul>	<ul style="list-style-type: none"> <li>• Developed a multi-year accessibility plan in consultation with Bento Sushi's Accessibility Committee to address the requirements to be met between 2013 and 2015.</li> <li>• HR to review in conjunction with Bento Sushi's Accessibility Committee and Senior Management in January every year.</li> </ul>	Completed		
January 1, 2015	Section	Initiative	Description	Action	Status	
	<b>PART I – GENERAL REQUIREMENTS</b>					
	7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to	<ul style="list-style-type: none"> <li>• Determine method of training and number of training levels.</li> <li>• Require separate one for supervisors/managers and</li> </ul>	Completed	

			persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	one for all teammates.	
	<b>PART II – Information and Communications Standards</b>				
	11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	<ul style="list-style-type: none"> <li>• Conduct a review of all feedback processes across the organization (internally and externally). Consult with all functional areas to make sure all feedback processes are captured.</li> <li>• Determine what accessible formats and communication supports we will provide upon request.</li> <li>• Develop communication strategy to ensure all teammates and customers are aware of feedback process.</li> </ul>	Completed
<b>January 1, 2016</b>	Section	Initiative	Description	Action	Status
	<b>PART II – Information and Communications Standards</b>				
	12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into	<ul style="list-style-type: none"> <li>• Determine what accessible formats and communication supports we will provide to persons with disabilities upon request.</li> </ul>	Ongoing

			account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	<ul style="list-style-type: none"> <li>Communicate to staff and management that no <u>additional</u> charge is required.</li> </ul>	
	12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> <li>Communicate to staff and management of requirement.</li> <li>Develop protocol for situations where a suitable agreement cannot be made.</li> </ul>	Ongoing
	12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	<ul style="list-style-type: none"> <li>Post on website.</li> <li>Include notice on certain print materials.</li> </ul>	Ongoing
<b>PART III – Employment Standard</b>					
	22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> <li>Include a statement on the external website and intranet regarding Bento Sushi's commitment to providing equal opportunities for persons with disabilities in all employment activities including access to job and accommodation during employment.</li> </ul>	Ongoing
	23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or	<ul style="list-style-type: none"> <li>Determine how to notify applicants. May wish to designate a contact person to handle queries regarding accessibility.</li> </ul>	Ongoing

			<p>processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> <li>• Identify barriers: location of interview room, format of tests, room set-up for in-person interviews, interviewing timelines, supports, paperwork.</li> <li>• Develop interview guidelines</li> </ul>	
24	Notice to Successful Applicants		<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<ul style="list-style-type: none"> <li>• To consider putting a statement in our offer letter.</li> <li>• Some will make phone calls. Write appropriate script (Notification to Successful Applicants)</li> </ul>	Ongoing
25	Informing Employees of Supports		<p>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> <li>• Bento Sushi will circulate policy.</li> <li>• Ongoing education and guidance provided to all employees to maintain awareness of policies, legislation, as well as supports and facilities available.</li> <li>• Updated information will be communicated as necessary to employees.</li> </ul>	Ongoing
25			<p>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<ul style="list-style-type: none"> <li>• Bento Sushi will provide new employees with accommodation information.</li> </ul>	Ongoing
25			<p>25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's</p>	See 25 (1)	Ongoing

			accessibility needs due to disability.		
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,	<ul style="list-style-type: none"> <li>(a) information that is needed in order to perform the employee's job; and</li> <li>(b) information that is generally available to employees in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Functional audit of information specific to departments.</li> <li>• Audit of regular communications.</li> </ul>	Ongoing
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	List what the employee will require – ie. Policy, communication supports that are available (large print, accessible PDFs, plain language versions, closed captioning).		Ongoing
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	28 (2) The process for the development of documented individual accommodation plans shall include the following elements:	<ul style="list-style-type: none"> <li>• Bento Sushi will review its existing accommodation progress.</li> <li>• Identify elements of AODA requirements that need to be incorporated into existing accommodation process.</li> <li>• Develop a written process for IAP.</li> <li>• Prepare a communication strategy to communicate obligation to all employees.</li> </ul>	Ongoing
		1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.			

			<ol style="list-style-type: none"> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol>		
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	29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	<ul style="list-style-type: none"> <li>• Develop process for teammates returning to work after a disability-related leave of absence.</li> </ul>	Ongoing
	29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<ul style="list-style-type: none"> <li>• Incorporate IAP into RTW process.</li> <li>• Communicate to all employees.</li> </ul>	Ongoing
	30	Performance Management	<p>30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<ul style="list-style-type: none"> <li>• Review our current process and take into account the accessibility needs of individuals with disabilities, as well as accommodation needs with regard to performance management.</li> </ul>	Ongoing

	31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<ul style="list-style-type: none"> <li>Review our current process and revise as necessary to incorporate AODA requirements.</li> </ul>	Ongoing
	32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<ul style="list-style-type: none"> <li>Review our current process and revise as necessary to incorporate AODA requirements.</li> </ul>	Ongoing