

# **Pet Valu Canada Inc.**

## **2012-17 Multi-Year Accessibility Plan**

### **Pet Valu Canada Inc.**

Our Company is a specialty retailer of pet food and supplies for dogs, cats, companion birds, fish, reptiles, and small animals as well as our exclusive brands such as Performatrin and Performatrin Ultra. We currently have over 500 corporate and franchised stores in Canada and the U.S. Our goal is to maintain a positive work environment that upholds the highest standards of business ethics and workplace behaviour. Our actions and decisions are geared toward satisfying the needs of our customers, be they external or internal.

### **Introduction**

In 2005, the Ontario legislature passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. This piece of legislation was designed to improve full participation of persons with disabilities in all facets of life in Ontario through the identification, removal and prevention of barriers to access. The Act consisted of five standards (Customer Service, Information & Communication, Transportation, Employment, and Built Environment). On January 1, 2012, the Customer Service Standard came into effect. The Ontario legislature has since amalgamated three of the remaining standards (Information & Communication, Transportation and Employment) into one standard, the Integrated Standard. The last standard, Built Environment, is still under review.

### **Commitment to Accessibility**

Pet Valu Canada Inc.'s promotes a culture which engages its customers, vendors, franchisees, and employees in promoting dignity, independence, integration, and equality of opportunity for persons with disabilities. Our Company is committed to giving people with disabilities the same opportunity to access our goods and services and allowing people with disabilities to benefit from the same services, in the same place and in a similar way as others benefit.

Pet Valu Canada Inc. is committed to breaking down the barriers which prevent the full inclusion of persons with disabilities in its workplaces. In an attempt to fulfill this commitment, Pet Valu has reviewed its policies, practices, facilities and services and has put together the AODA 2012-2017 Multi-Year Accessibility Plan. It is a requirement of the Integrated Standard. This five-year plan, overseen by a Company Accessibility Advisory Committee, will serve as a template for Pet Valu to review and redress barriers which may currently appear in its daily operations and will ensure that new policies, procedures, facilities and services will take into account the needs and rights of persons with disabilities in accordance to the requirements of the AODA.

### **Composition of the 2012-2013 Accessibility Committee**

(Chair)	Christine Bevilacqua
Human Resources - Stores	Dasha Stupak
Human Resources – Head Office	Gavin Carothers
Human Resources – Logistics and Distribution	Ed Gogol
Building Services	Kevin Gooley
Marketing	Rose Ferrante
Store Operations - Corporate	Tina Shane
Store Operations - Corporate	Adam Woodward
Logistics and Distribution	Thomas White

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## **SECTION 2: Multi-year Accessibility Plan**

### **Barrier Identification Methodology**

The 2012-2017 AODA Multi-year Accessibility Plan was developed in consultation with the Human Resources Department. The Accessibility Plan addresses: results from two major fact finding surveys that were conducted in 2012 with over 150 retail operators; customer feedback channelled through our corporate Customer Service Representative; and the requirements of the Customer Service and Integrated Standards.

### **Reviewing and Monitoring Progress**

The Accessibility Committee will meet semi-annually to review progress. Annual reports will be completed starting January 2015 by the Human Resources Department.

### **Communication of the Plan**

The Plan will be posted on the external website under Accessibility (Pet Valu main page). Copies of this plan will also be made available in hard copy. The Plan is also available as an e-mail attachment and on computer disk, by request to the Human Resources Department:

**Ed Gogol**  
**Director, Organization Development**  
**Pet Valu Canada Inc.**  
**Phone: 905 946-1200 Ext. 2165**  
**Email: [egogol@petvalu.com](mailto:egogol@petvalu.com)**

## Pet Valu Canada Inc.: Multi-year Accessibility Plan 2012-2017\*

*\*Corporate Obligations unless otherwise noted*

### Part I: General Standards – s.3, s.4, s.5

AODA Standards / Regulation Reference O. Reg.191/11, s. 3	I: Accessibility Policies			
	DELIVERABLES	ACTIVITIES	Updates	Due Date
Establish Accessibility Committee.	1) Semi-Annual meetings 2) Revised Accessibility Plan	Monitor and review the implementation of our Company's Multi-year Accessibility Plan;	Meetings held semi-annually since November, 2013 to monitor compliance	November, 2013
		Develop and review policies regarding customers with disabilities;	Compliant with legislation. Customer Service Standard policies posted on website	On-going
		Create accessibility policies to comply with Integrated Standard in Employee Handbook.	Compliant with legislation. Integrated Standard policies posted in Employee Handbook.	Corporate – January 1, 2016
Establish Statement of Commitment	Statement of commitment establishing Pet Valu's vision and goals so as to provide purpose, clarity and direction.	Create and post the Statement of Commitment on the website;	Posted. Compliant with legislation.	January 1, 2014
AODA Standards / Regulation Reference O. Reg.191/11, s. 4	I: Multi-year Accessibility Plans			
	DELIVERABLES	ACTIVITIES		Due Date
Establish multi-year accessibility plan.	2012-2017 Multi-year Accessibility Plan	Develop a five year plan	Posted on website Compliance Report filed in August 2014.	January 1, 2014

**Part I: General Standards – s.6, s.7**

AODA Standards / Regulation Reference O. Reg.191/11, s. 7(1)	I: Training			
	DELIVERABLES	ACTIVITIES		Due Date
Provide training to staff on the requirements of the Integrated Standards and on the Human Rights Code as they pertain to persons with disabilities.	All Ontario-based employees trained	Deliver training on the Integrated Standard for all Ontario-based employees;	<u>Working together: the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act</u> from the Ontario Human Rights Commission as well as <u>Access Forward</u> from the Ministry of Economic Development, Trade and Employment program added as mandatory training on the Learning Management System (LMS).  Training for corporate stores on the Employment Standard scheduled for launch on the LMS in November, 2015.	Corporate – January 2015  Franchise - January, 2016
Provide information and training material to franchisees on the requirements of the Integrated Standards and on the Human Rights Code as they pertain to persons with disabilities.	All Ontario-based franchises provided training information	Develop information package identifying training material on the Integrated Standard for franchisees and their employees;		
Audit training on accessibility standards.	100% compliance to accessibility standards	District Sales Managers and Franchise Field Consultants audit for required paperwork;	On-going tracking through LMS.	

**Part II: Information and Communication Standards – s.11, s.12, s.13**

AODA Standards / Regulation Reference O. Reg.191/11, s. 11	II: Feedback Processes			
	DELIVERABLES	ACTIVITIES		Due Date
Ensure processes that currently in place to receive and respond to feedback from persons with disabilities are accessible to individuals with disabilities, on request	Existing processes for receiving and responding to feedback from employees e.g., surveys, comply with the Information and Communication Standard	Ensure that processes for receiving feedback and responding to feedback from persons with disabilities are compliant with the Information and Communication Standard.	All enquiries from the public are processed through our Customer Service Representatives through a variety of modalities e.g., telephone, website, etc..	Corporate - January 1, 2015
		Advise franchisees that processes for receiving and responding to feedback from the persons with disabilities must be compliant with the Information and Communication Standard.	Communication sent to franchised stores advising them of compliance requirements. Mandatory training added to LMS curriculum.	Franchise – January 1, 2016
AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessible Formats and Communication Supports			
	DELIVERABLES	ACTIVITIES		Due Date
Provide accessible formats and communication supports for information and communications that we control directly (or indirectly through contractual relationships) in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.	Accessible formats and communication supports provided on request in a timely manner.	Identify possible formats and supports required.	Corporate Store Managers and Customer Service Representatives made responsible for addressing customers on support and formats requests	Corporate - January 1, 2015
			Franchises advised on handling support and formats requests from disabled customers	Franchise – January 1, 2016
Notify public of availability accessible formats and communication supports.	Online notifications of availability.	Identify web and physical locations for key messaging.	Customer Service Policy for Serving Persons with Disabilities posted on Company website	Corporate - January 1, 2015
				Franchise – January 1, 2016

AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Emergency Procedure Plans and Public Safety Information			
	DELIVERABLES	ACTIVITIES		Due Date
Make emergency procedure and public safety information accessible upon request.	Pet Valu Emergency Procedures reviewed and available in accessible and conversion ready formats	Make public safety and accommodation information available to staff;	Public safety information available in each office building and at all Ontario warehouses	Corporate - January 1, 2012
			Franchisees advised in communication.	Franchise – January 1, 2012
		Advise staff of procedures if member of public requires safety information or accommodation;	Corporate staff made aware of location of evacuation information. 5- Point Desk Cards provided to Fire Marshalls Evacuation Maps on the main company drive.	Corporate - January 1, 2012
			Franchisees advised in communication.	Franchise – January 1, 2012

**Part II: Information and Communication Standards – s.14, s.15**

AODA Standards / Regulation Reference O. Reg.191/11, s. 14	II: Accessible Web Sites and Web Content			
	DELIVERABLES	ACTIVITIES		Due Date
Ensure websites and web content conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level A Guidelines	Sign off by web designers that web site and content conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level A.	Advise key Marketing Department staff on WCAG 2.0 Level A guidelines.	Compliant: Letter of compliance received from website design group i.e., Thrillworks.	January 1, 2014
Ensure websites and web content conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Guidelines	Sign off by web designers that web site and content conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.	Advise key Marketing Department staff on WCAG 2.0 Level AA guidelines by January, 2020.		January 1, 2021

**Part III: Employment Standards – s.22, s.23, s.24**

AODA Standards / Regulation Reference o. Reg.191/11, s. 22	III: Recruitment, General			
	DELIVERABLES	ACTIVITIES		Due Date
Notify internal and external job applicants about accommodation in recruitment process.	Prospective applicants are advised of the availability of accommodations	Revise Employee Referral Program postings, Job Postings, Interviewing, and Selection training material and pre and post hire paperwork.	Paperwork and website changes scheduled for November, 2015.	Corporate - January 1, 2016
		Advise 3rd party recruiters and Temporary Staffing Agencies to advise candidates for Pet Valu positions.	Implementation scheduled for November, 2015	
		Advise franchisees to revise postings, & email correspondence with applicants to include a statement of accommodation;		Franchise - January 1, 2017
AODA Standards / Regulation Reference o. Reg.191/11, s.23	III: Recruitment, Assessment or Selection process			
DELIVERABLES	ACTIVITIES		Due Date	
Notify applicants that accommodations are available upon request.	Applicants are advised of the availability of accommodations	Post the availability of accommodation(s) for applicants in the recruitment process on the “Careers” page of the company website and other recruitment portals	Implementation scheduled for November, 2015.	Corporate - January 1, 2016 Franchise - January 1, 2017
Provide suitable accommodation to job applicant upon request.	Applicants with disabilities receive appropriate accommodations	Corporate staff trained to make or send accommodation requests to HR.	Implementation scheduled for November, 2015.	Corporate - January 1, 2016 Franchise - January 1, 2017

AODA Standards / Regulation Reference o. Reg.191/11, s. 24	III: Notice to Successful Applicants			
	DELIVERABLES	ACTIVITIES		Due Date
Notify successful applicant of accommodation policies when making offer of employment.	Successful applicants are advised of the accommodation policy	Add accommodation statement to the offer letter and refer to the Employee Handbook for more information.	Implementation scheduled for November, 2015.	Corporate - January 1, 2016
		Advise franchisees to update offer letter to include information on the accommodation policy;		Franchise – January 1, 2017

**Part III: Employment Standards – s.25, s.26**

AODA Standards / Regulation Reference o. Reg.191/11, s. 25	III: Informing employees of supports			
	DELIVERABLES	ACTIVITIES		Due Date
Tell employees of policies supporting employees with disabilities and keep them updated as to policy changes on the provision of job accommodations.	All employees are advised of accommodations for employees with disabilities	Add employment accommodation policies to Employee Handbook.	Implementation scheduled for November, 2015.	Corporate - January 1, 2016
		Identify disabled employees through Accident Reports and other reporting systems and enter data in Human Resources data base (HRB).	Implementation scheduled for November, 2015.	
		Add accommodation policy training to new manager training and on-boarding checklists.	Implementation scheduled for November, 2015.	
		Advise franchisees that accommodations must be offered to employees with disabilities;		Franchise – January 1, 2017



AODA Standards / Regulation Reference o. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for employees			
	DELIVERABLES		ACTIVITIES	Due Date
Provide accessible formats and communications supports for job or workplace information.	Alternative formats and supports are provided upon request, in consultation with the employee; conversion ready documents and electronic communications are the established standard for Pet Valu communications.	Policy on providing accessible formats and communications supports for job or workplace information added to Employee Handbook.	Completed	Corporate - January 1, 2016 Franchise – January 1, 2017
Consult with employee to determine suitability of format or support.		Consult with disabled employee on request	As required.	Corporate - January 1, 2016 Franchise – January 1, 2017

**Part III: Employment Standards – s.27**

AODA Standards / Regulation Reference o. Reg.191/11, s. 27	III: Workplace Emergency Response Information			
	DELIVERABLES	ACTIVITIES		Due Date
Provide individualized workplace emergency response information.	Employees with disabilities receive an individualized emergency plan.	Identify employees with disabilities requiring support	Email sent to staff asking them to identify any staff requiring support	Corporate - January 1, 2012
		Send annual reminder memo to managers to identify staff with disabilities.	On-going	
		Create an individualized workplace emergency response form for employees who have a disability and require accommodation(s) /supports to evacuate their workplace in an emergency.	On-going	
		Identify and train designated individuals to provide assistance to the employee.	As required	
		Send memo to franchised stores.	Memos sent to franchisees informing them of their duty to identify any special accommodations required.	Franchise – January 1, 2012
Provide information to person designated to provide assistance upon consent.	Persons providing assistance are informed of plans and their role, and are advised of any changes.	Provide emergency response information to person designated to provide assistance;	As required e.g., developed an epilepsy awareness program for staff due to an accommodation request.	Corporate - January 1, 2012
			As required	Franchise – January 1, 2012
		Train responders in emergency response procedures;	As required e.g., trained staff on dealing with epileptic episode.	Corporate - January 1, 2012
			As required	Franchise – January 1, 2012

Review individualized workplace emergency response information when the employee moves to a different physical location, when the employee's overall accommodation needs or plans are reviewed, and when we review our general emergency response policies	Employees and managers are notified annually to update their plans with HR.	Communicate with all employees on an annual basis, and update plans as necessary on an ongoing basis;	As required	Corporate - January 1, 2012
			As required	Franchise – January 1, 2012
Provide program information and employee records in accessible format.	All records are available in an accessible format upon request.	Present emergency response procedure in formats that take into account the accessibility needs of the person with a disability;	As required	Corporate - January 1, 2012
			As required	Franchise – January 1, 2012

**Part III: Employment Standards – s.28**

AODA Standards / Regulation Reference o. Reg.191/11, s. 28	III: Documented Individual Accommodation Plans			
	DELIVERABLES	ACTIVITIES		Due Date
Develop a written process for documented individual accommodation plans including: <ul style="list-style-type: none"> <li>• how employee can participate;</li> <li>• how employee will be assessed;</li> <li>• how the Company can determine if the accommodation can be achieved;</li> <li>• how employee’s personal info will remain private;</li> <li>• how, and how often, plan will be reviewed and updated;</li> <li>• how reasons for denied request will be communicated; and</li> <li>• how plan will be provided to employee.</li> </ul>	Any employee requiring accommodations has a written plan in their employee file.	Develop process for writing a plan of accommodation;	Completed and added to Employee Handbook	Corporate - January 1, 2016

**Part III: Employment Standards – s.29, s.30, s.31**

AODA Standards / Regulation Reference o. Reg.191/11, s. 29	III: Return-to-work Process			
	DELIVERABLES	ACTIVITIES		Due Date
Develop a documented return-to-work process.	A documented Return to Work Process	Update Return-To-Work process	Return to Work Policy in Employee Handbook	January 1, 2016

AODA Standards / Regulation Reference o. Reg.191/11, s. 30	III: Performance Management i.e., activities related to assessing and improving employee performance, productivity and effectiveness			
	DELIVERABLES	ACTIVITIES		Due Date
Include accessibility considerations in performance management processes.	A barrier-free performance management process for employees with disabilities.	Review individual performance management plans for possible barriers to achieving performance targets	As required	Corporate - January 1, 2016
		Ensure that persons with disabilities have written assessments of their performance, productivity and effectiveness with the goal of facilitating employee success whenever there have been changes to the employee's working conditions.		Franchise – January 1, 2017
AODA Standards / Regulation Reference o. Reg.191/11, s. 31	III: Career Development			
	DELIVERABLES	ACTIVITIES		Due Date
Include accessibility considerations in career development and advancement processes.	A barrier-free career development and advancement process for employees with disabilities.	On an individual basis, consider all opportunities for which an individual with disabilities may be suited and provide accommodation;	As required	Corporate - January 1, 2016
		Ensure that persons with disabilities have written assessments of their performance, productivity and effectiveness with the goal of facilitating employee success whenever there have been changes to the employee's working conditions.	As required	Franchise – January 1, 2017
	Pet Valu provide educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability.	Design and where feasible retro-fit training material to accommodate needs of employees with disabilities;	As required	Corporate – January 1, 20xx

**Part III: Employment Standards – s.32**

AODA Standards / Regulation Reference o. Reg.191/11, s. 32	III: Redeployment i.e., reassignment of staff to other departments or jobs as an alternative to layoff			
	DELIVERABLES	ACTIVITIES		Due Date
Include accessibility considerations in redeployment processes.	A barrier-free redeployment process for employees with disabilities.	Accommodate the accessibility needs of employees with disabilities when moving them to other jobs or departments		Corporate - January 1, 2016
Include accessibility considerations in redeployment processes.	A barrier-free redeployment process for employees with disabilities.	Ensure that persons with disabilities have written assessments of their performance, productivity and effectiveness with the goal of facilitating employee success whenever there have been changes to the employee's working conditions.		Franchise – January 1, 2017

**Part IV: Design of Public Spaces Standard (Accessibility Standards for the Built Environment) – s.80**

AODA Standards / Regulation Reference o. Reg. 413/12, s. 6.	I: All newly constructed service counters and fixed queuing guides.			
	DELIVERABLES	ACTIVITIES		Due Date
<p>Include accessibility considerations in newly constructed service counters.</p>	<p>When building new or making major changes to existing service counters, at least one service counter accessible to people who use mobility aids, such as wheelchairs. Counter:</p> <ul style="list-style-type: none"> <li>• is low enough for someone sitting in a mobility aid, and</li> <li>• has enough clear space in front for a person in a mobility aid to approach the counter, including space for the person’s knees.</li> </ul>			<p>Corporate – January, 2017 Franchise – January 1, 2018</p>