



AODA – Accessibility Plan

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Intent

This 2019 to 2024 accessibility plan outlines the policies and actions that SHOEBOX Ltd. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Review and Update

This document was reviewed and updated on June 4, 2021 and must be reviewed and updated by June 4, 2022.

Statement of Commitment

SHOEBOX Ltd. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

1. General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	n/a
Plan to Meet Requirements:	<p>SHOEBOX provides training to employees and other staff members on the SHOEBOX Accessibility Policy. Training is provided in document format and video-based training.</p> <p>SHOEBOX takes the following steps to ensure employees are provided with the necessary training:</p> <ul style="list-style-type: none"> ● Post our Accessibility Policy and training guide on our internal website and public bulletin board, as well as in our quality management system ● Ensure all current employees and new employees have received the Accessibility Policy and full video-based training walkthrough within the first 15 days on the job. 		
Responsible Authority:	HR	Results:	Compliant.
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks	Compliance Deadline:	n/a
Plan to Meet Requirements:	<p>SHOEBOX includes accessibility considerations in the designing and/or procuring self-serve kiosks.</p> <p>Considerations include but are not limited the following:</p> <ul style="list-style-type: none"> ● Text size, contrast and colour on the display screen ● Dynamic text sizes on the display screen ● Target sizes for improved dexterity ● Acceptable/extra time required for people to complete tasks ● Discoverability ● Stability of the kiosk 		
Potential Future Barriers:			
Responsible Authority:	PM	Results:	Compliant.
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline:	n/a
	<p>SHOEBOX provides training to employees and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities. Training is provided in document format and video training.</p> <p>SHOEBOX takes the following steps to ensure employees are provided with the necessary training:</p> <ul style="list-style-type: none"> ● Post our Accessibility Policy on our internal website and public bulletin board, as well as in our quality management system ● Ensure all current employees and new employees have received the Accessibility Policy (which includes IASR and the Human Rights 		

	Code training) and full video-based training walkthrough within the first 15 days on the job.		
Responsible Authority:	HR	Results:	Compliant.

Information and Communications Standard

Accessibility Requirement:	Feedback Process	Compliance Deadline:	N/A
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Current Barriers:	SHOEBOX Feedback process (as outlined in the Accessibility Policy) is not posted for external / public consumption.
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Plan to Meet Requirements:	<p>SHOEBOX has taken the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request:</p> <ul style="list-style-type: none"> • List feedback process in Accessibility Policy • Encourage people with feedback to contact Tel: 613-728-6666 Email: hr@shoebox.md or marketing@shoebox.md <p>SHOEBOX has feedback processes available to the public on its website.</p>
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Responsible Authority:	Marketing	Results:	Compliant
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Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	n/a
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Plan to Meet Requirements:	<p>SHOEBOX will, upon request, provide or arrange for the provision of accessible formats and communications supports for persons with disabilities:</p> <ol style="list-style-type: none"> a. In a timely manner that takes into account the person's accessibility needs; b. At a cost that is no more than the regular cost charged to other persons; c. Consult with the person making the request in determining the suitability of an accessible format or communication support.
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Responsible Authority:	Operations	Results:	Compliant
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Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	n/a
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Plan to Meet Requirements:	<p>SHOEBOX has taken the following steps to make ensure existing Emergency procedures, plans or public safety information are accessible to people with disabilities:</p> <p>Procedures, plans and public safety information are posted online, in shared public spaces within the office, and covered in mandatory HR policy training for employees. Alternative formats for training are made available upon request.</p> <p>Specific emergency procedures and plans are made for employees with disabilities as part of the accommodation process.</p>
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Responsible Authority:	HR	Results:	Compliant
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Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	n/a
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Current Barriers:	
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Plan to Meet Requirements:	SHOEBBOX will take the following steps to help ensure all public websites and content conform with WCAG 2.0 Level AA: <ul style="list-style-type: none"> • Review new website content and ensure it is up to date with WCAG 2.0 Level AA • Make any amendments as necessary • Adhere to SHOEBBOX's website style guide, which sets out SHOEBBOX's accessibility standards for its websites 		
Responsible Authority:	Marketing	Results:	Compliant
Accessibility Requirement:	Educational and training resources or materials		Compliance Deadline: n/a
	Most required employee training is available or transcribed in accessible format. We use LinkedIn Learning for educational material whenever possible. LinkedIn Learning is fully accessible. Depending on needs, we may require additional transcriptions or assistance and will be provided upon request according to SHOEBBOX policy.		
Responsible Authority:	Leadership	Results:	Compliant
Accessibility Requirement:	Training to educators		Compliance Deadline: n/a
	Shoebox is using LinkedIn Learning which is fully compliant. We are committed to providing transcribed material when necessary and not available on LinkedIn.		
Responsible Authority:	Leadership	Results:	Compliant

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	n/a
	<p>SHOEBOX is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, SHOEBOX will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:</p> <ul style="list-style-type: none"> ● Include SHOEBOX's commitment to accessibility on each job posting on the online Careers page ● Notify HR teams that upon request we will make accommodations for the public and staff with disabilities during the recruitment and assessment processes and when people are hired. ● Accessible formats available upon request, and candidates informed of availability of accommodations. ● Notify its employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process. ● Job applicants who are selected to participate in an assessment or selection process including testing (if required), will be notified that accommodations are available upon request. ● Suitable accommodations in relation to the materials or processes to be used will be made. ● On request, SHOEBOX 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. 		
Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	n/a
	<p>SHOEBOX is committed to providing accessible supports for all employees. We take the following steps to notify staff that, when requested, SHOEBOX will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:</p> <ul style="list-style-type: none"> ● Include SHOEBOX's commitment to accessibility during the onboarding process ● Require mandatory Accessibility Policy training to be completed within the first two weeks of hire. 		
Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	n/a
	<p>SHOEBOX will, upon request, provide or arrange for the provision of accessible formats and communications supports for persons with disabilities for:</p> <ol style="list-style-type: none"> 1. Information to perform their jobs 		

	2. Information that is generally available to employees in the workplace		
	SHOEBOX will inform employees of the policies to support employees with disabilities, including policies on the provision of accommodations that take into account an employee's accessibility needs due to disability.		
	SHOEBOX will meet with employees as requested, to provide or arrange for the provision of accessible formats and communication supports for information required for jobs or generally available in the workplace.		
Responsible Authority:	HR, Team Managers	Results:	Compliant
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	n/a
Plan to Meet Requirements:	<p>SHOEBOX posts Workplace emergency response information on our internal website, and covers these items in detail during mandatory HR onboarding training.</p> <p>SHOEBOX will provide individualized workplace emergency response information to employees who have a disability if necessary and when SHOEBOX is aware of the need for accommodation due to the employee's disability.</p> <p>If the employee who received individualized emergency response information requires assistance, and with the employee's consent, SHOEBOX will provide the emergency response information to the person designated by the employer with the employee's consent. SHOEBOX will provide this information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.</p> <p>SHOEBOX will review the individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> a. The employee moves to a different location in the organization; b. The employee's overall accommodations needs or plans are reviewed c. When SHOEBOX reviews the general emergency response policies 		
Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	n/a
	SHOEBOX develops and puts in place individual accommodation plans and return-to-work plans for employees that have been absent due to a disability.		
Potential Future Barriers:	TBD as new employees join the organization.		
Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Return to work process	Compliance Deadline:	n/a
Plan to Meet Requirements:	SHOEBOX develops and employs individual accommodation plans and return-to-work plans for employees that have been absent due to a disability.		
Responsible Authority:	HR	Results:	Compliant

SHOEBOX

Accessibility Requirement:	Performance management process		Compliance Deadline:	n/a
Plan to Meet Requirements:	<p>SHOEBOX will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when using our performance management process in respect of individuals with disabilities, including:</p> <ol style="list-style-type: none"> 1. Information that is needed to perform the employee's job 2. Information that is generally available to employees in the workplace 3. Consult with the employee making the request in determining the suitability of an accessible format or communication support 			
Responsible Authority:	HR	Results:	Compliant	
Accessibility Requirement:	Career development and advancement		Compliance Deadline:	n/a
Plan to Meet Requirements:	<p>SHOEBOX will take into account the accessibility needs of our employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to our employees with disabilities.</p>			
Responsible Authority:	HR	Results:	Compliant	
Accessibility Requirement:	Redeployment		Compliance Deadline:	n/a
Plan to Meet Requirements:	<p>When SHOEBOX uses redeployment as an alternative to layoff, and reassigns employees to other jobs or departments within the organization, SHOEBOX will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>			
Responsible Authority:	HR	Results:	Compliant	

Customer Service Standards			
Note: SHOEBBOX customers have no reason to visit SHOEBBOX premises. All sales and services are provided via phone or email.			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	n/a
Plan to Meet Requirements:	SHOEBBOX will use reasonable efforts to ensure the provision of its goods and services are consistent with the principles of dignity, independence, integration and equal opportunity by: <ul style="list-style-type: none"> Providing goods and services in a manner that respects the dignity and independence of persons with disabilities; Providing goods and services so that persons with disabilities are able to fully benefit from the same services, in the same place, and in the same or similar way as persons without disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from SHOEBBOX's goods and services; and Giving people with disabilities the same opportunity equal to that of persons without disabilities to obtain, use or benefit from SHOEBBOX's goods and services. 		
Responsible Authority:	Operations	Results:	Compliant
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	
Current Barriers:	Accessible customer service policies are listed within the Accessibility Policy.		
Plan to Meet Requirements:	The Accessibility Policy is posted on the public website.		
Responsible Authority:	Operations	Results:	Compliant
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	n/a
Plan to Meet Requirements:	Persons with disabilities who are accompanied by guide dogs or other service animals will be permitted to enter SHOEBBOX's premises that are open to the public with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, SHOEBBOX will use reasonable efforts to ensure that alternate means are available for persons with disabilities to obtain, use or benefit from SHOEBBOX's goods and services. If it is not readily apparent that the animal is a service animal, SHOEBBOX may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.		

SHOEBOX

Responsible Authority:		Operations	Results:	compliant
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from SHOEBOSX Ltd.'s goods, services, or facilities if the person's service animal is excluded from the premises		Compliance Deadline:	n/a
Plan to Meet Requirements:		If the service animal is excluded by law, SHOEBOSX will use reasonable efforts to ensure that alternate means are available for persons with disabilities to obtain, use or benefit from SHOEBOSX's goods and services.		
Responsible Authority:		Operations	Results:	Compliant.
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises		Compliance Deadline:	n/a
Plan to Meet Requirements:		Persons with disabilities who are accompanied by a support person will be permitted to enter SHOEBOSX premises that are open to the public and will not be prevented from having access to the support person while on the premises.		
Responsible Authority:		Operations	Results:	Compliant
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability		Compliance Deadline:	n/a
Plan to Meet Requirements:		SHOEBOSX may require a person with a disability to be accompanied by a support person while on SHOEBOSX premises in situations where it is deemed necessary to protect the health and safety of the person with a disability and/or others.		
Responsible Authority:		Operations	Results:	Compliant
Accessibility Requirement:	Provide advance notice if there is an admission charge for a support person		Compliance Deadline:	n/a
Plan to Meet Requirements:		When support persons are required for SHOEBOSX sponsored meetings or events, the person with a disability will be required to provide his or her own support person. If there are fees associated with the meeting or event, the support person will be charged the regular fee unless otherwise specified by SHOEBOSX. Advance notice of said fees will be provided if such circumstances exist.		
Responsible Authority:		HR	Results:	Compliant
Accessibility Requirement:	Waive the admission charge when a support person is required to accompany a person with a disability		Compliance Deadline:	n/a
Plan to Meet Requirements:		SHOEBOSX's Accessibility Policy states that admission charges will be charged unless otherwise waived by SHOEBOSX when a support person is required to accompany a person with a disability. Each case will be carefully reviewed by SHOEBOSX when making any such determination about whether or not fees will be charged and SHOEBOSX will, where possible and commercially reasonable, waive any such fees.		
Responsible Authority:			Results:	

SHOEBOX

Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	n/a
Plan to Meet Requirements:	SHOEBOX will make reasonable efforts to provide notice to persons with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. If the disruption is anticipated, SHOEBOX will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.		
Responsible Authority:	Office Manager	Results:	Compliant
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	As required
Plan to Meet Requirements:	SHOEBOX will prepare a notice of temporary service disruption, provide document on request, notify that the document is available on request		
Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	n/a
Plan to Meet Requirements:	<p>SHOEBOX provides training to employees and other staff members on accessible customer service training to all staff. Training is provided in document format and video training.</p> <p>SHOEBOX takes the following steps to ensure employees are provided with the necessary training:</p> <ul style="list-style-type: none"> ● Post our Accessibility Policy (including guidelines for accessible customer service) on our internal website ● Ensure all current employees and new employees have received the Accessibility Policy (which includes accessible customer service training) and full video-based training walkthrough within the first 15 days on the job. 		
Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	September 1, annual basis
Plan to Meet Requirements:	SHOEBOX maintains a current record of training for all employees, and reviews changes to policy and training requirements on an annual basis.		
Responsible Authority:	HR	Results:	Compliant.
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	n/a
Plan to Meet Requirements:	SHOEBOX's training policy is included in its quality documentation, which is provided to all employees and contractors within 15 days of hire, and reviewed as a mandatory onboarding requirement.		
Responsible Authority:	HR/ QA	Results:	Compliant

SHOEBOX

Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline:	n/a
	<p>SHOEBOX is committed to providing accessible information and support to employees, employment candidates, and other people with disabilities. Comments on how well SHOEBOX achieves this goal are welcomed and appreciated.</p> <p>Feedback from employees and candidates with disabilities can be made by telephone, in person, in writing, in electronic format (e.g. e-mail) or through other relevant methods.</p> <p>All HR feedback will be directed to: 80 Aberdeen Street, Suite 301, Ottawa, Ontario K1S 5R5 Tel: 613-728-6666 Email: hr@shoebox.md</p> <p>Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve SHOEBOX services. In most cases, a response to the feedback will be provided within 30 working days. Feedback and/or responses will be delivered in a format that is accessible to the complainant.</p> <p>All accessibility feedback about www.shoebox.md can be provided to marketing@shoebox.md</p>		
Responsible Authority:	HR	Results:	Compliant
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	June 23, 2021
Plan to Meet Requirements:	Post SHOEBOX Multi-Year Accessibility Plan + Accessibility Policy to SHOEBOX website by June 23, 2021. Website accessibility page has feedback information for both HR processes and the website.		
Responsible Authority:	Operations	Results:	Compliant
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	
Plan to Meet Requirements:			
Potential Future Barriers:			
Responsible Authority:	Operations	Results:	See above. Compliant