

Big Red Markets

Accessibility Policy and Multi-Year Accessibility Plan

AODA Compliance Document – Ontario

Effective date: August 18, 2026

Next scheduled review: August 18, 2031, or earlier if legislation, operations, premises, or accessibility practices change

1. Statement of Commitment

Big Red Markets is committed to treating all people in a manner that respects dignity, independence, integration and equal opportunity. We are committed to identifying, preventing and removing accessibility barriers and to providing customers, visitors, applicants and employees with disabilities with equitable access to our goods, services, facilities, employment opportunities and information.

Big Red Markets will make reasonable efforts to meet the accessibility needs of persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), the Ontario Human Rights Code and other applicable laws.

Accessibility is an ongoing responsibility. Big Red Markets will consider accessibility when changing policies, procedures, facilities, technology, communications, staffing practices and customer-service processes.

2. Customer Service and General Accessibility Policy – IASR s. 80.46

Big Red Markets will provide goods, services and facilities to persons with disabilities in a manner that respects their dignity and independence. Customers with disabilities will be given equal opportunity as others to obtain, use and benefit from our goods and services.

- Communication will take into account a person's disability. Employees will speak directly to the person and will ask what assistance is needed rather than making assumptions.
- Customers may use their own assistive devices. Big Red Markets will provide or arrange other reasonable measures when necessary to enable access to goods and services.
- Employees will be trained on accessible customer service, the Ontario Human Rights Code as it relates to persons with disabilities, and accessibility requirements relevant to their duties.
- Where a barrier cannot reasonably be removed immediately, employees will seek an alternative method of providing the service whenever practicable.
- Accessibility policies will be available to the public and in accessible formats upon request.
- Big Red Markets will maintain a process for receiving, responding to and acting on accessibility feedback.

3. Feedback Process – IASR s. 11(2) and s. 80.50

Big Red Markets welcomes feedback about the accessibility of our goods, services, facilities and customer-service practices. Feedback helps us identify barriers, correct problems and improve our services.

Members of the public may provide feedback:

- In person to any employee or the store manager.
- By telephone through the store's main telephone number.
- By email to the designated accessibility contact: Info@bigredmarkets.com
- In writing or through another communication method requested by the person.
- Through an accessible format or communication support, when requested.

A person providing feedback does not need to use a particular form. Anonymous feedback may be accepted, although contact information may be necessary if a response is requested.

Response process:

1. Receive and document the feedback, including the date, nature of the barrier or concern, and requested response method where provided.
2. Acknowledge receipt where contact information is available.
3. Assess whether an immediate correction is possible and take reasonable steps to address the barrier.
4. Escalate complaints involving safety, discrimination, human rights, employee accommodation, or significant accessibility barriers to management.
5. Respond to the person in an accessible manner and explain any action taken or, where appropriate, why a requested action cannot reasonably be implemented.
6. Track recurring issues and use feedback when reviewing policies and the multi-year accessibility plan.

Public notice: 'Big Red Markets welcomes feedback on accessibility. You may provide feedback in person, by telephone, email, in writing, or in another format that meets your accessibility needs. Please ask a staff member or manager. Accessible formats and communication supports are available upon request.'

4. Accessible Formats and Communication Supports – IASR s. 12(3)

Big Red Markets will provide or arrange for accessible formats and communication supports upon request, in a timely manner that takes the person's accessibility needs into account and at no additional cost beyond the regular cost charged to other persons.

Big Red Markets will consult with the person making the request to determine the format or communication support that is suitable. Depending on the request and information involved, accessible formats or supports may include:

- Large-print documents.
- Electronic documents that are structured for accessibility.

- Plain-language versions.
- Reading information aloud or providing verbal assistance.
- Written communication or other communication methods requested by the person.
- Other reasonable accessible formats or communication supports available to Big Red Markets.

If a requested format cannot reasonably be provided exactly as requested, Big Red Markets will consult with the requester and provide an alternative accessible format or communication support that meets the person's accessibility needs as effectively as possible.

Public notice: 'Big Red Markets provides accessible formats and communication supports upon request. Please speak with a manager or contact us by telephone or email. We will consult with you to determine the format or support that best meets your needs.'

5. Recruitment, Assessment and Selection – IASR ss. 22–24

Big Red Markets will notify job applicants that accommodation is available throughout recruitment, assessment and selection. When an applicant is individually selected to participate in an assessment or selection process, Big Red Markets will notify the applicant that accommodation is available upon request for the materials or processes used.

When an applicant requests accommodation, Big Red Markets will consult with the applicant and provide or arrange a suitable accommodation that takes the applicant's accessibility needs into account.

Successful applicants will be informed of Big Red Markets' policies for accommodating employees with disabilities.

6. Recruitment Accommodation Script

Standard script for use by managers and hiring personnel:

"Big Red Markets is committed to an accessible and inclusive recruitment process. If you require accommodation because of a disability at any stage of the recruitment, assessment or selection process, please let us know. We will work with you to understand your accessibility needs and arrange appropriate accommodations. You may contact me directly at info@bigredmarkets.com."

7. Employee Accessibility Supports – IASR s. 25 and s. 26

Big Red Markets will inform employees of its policies supporting employees with disabilities, including job accommodation policies. New employees will receive this information as soon as practicable after starting employment, and employees will be informed when accommodation policies change.

Accommodation may include, depending on the individual's needs and the job's essential requirements:

- Accessible or modified work instructions.
- Changes to communication methods or formats.
- Modified work equipment or tools where appropriate.
- Changes to work schedules or break arrangements where reasonable.
- Physical workplace adjustments where feasible.
- Job restructuring or reassignment of non-essential tasks where appropriate.
- Accessible formats and communication supports for information needed to perform the job.
- Other individualized accommodations required under the Ontario Human Rights Code and applicable law.

Accommodation requests will be handled respectfully and confidentially. Big Red Markets will consult with the employee to determine appropriate accommodation and will not require an employee to provide unnecessary medical information. Where documentation is required to establish functional restrictions or accommodation needs, only information reasonably necessary for that purpose will be requested.

8. Individualized Workplace Emergency Response Information – IASR s. 27

If an employee has a disability that requires individualized emergency response information and Big Red Markets is aware of the need for accommodation, Big Red Markets will provide individualized workplace emergency response information as soon as practicable.

Process:

7. Employee identifies an accessibility-related emergency response request to management or the designated accommodation contact.
8. Management consults with the employee to determine what individualized information or assistance is required.
9. A written individualized emergency response plan is prepared, using only information necessary for safe emergency response.
10. With the employee's consent, the plan or relevant information is provided to a designated person responsible for assisting the employee.
11. The plan is reviewed when the employee moves to a different workplace location, when accommodation needs or plans are reviewed annually, and when general emergency response procedures are reviewed.
12. Emergency response information is kept confidential and shared only with persons who need it to provide assistance or meet legal obligations.

9. Service Animals and Support Persons – IASR s. 80.47

Customers and visitors with disabilities may enter Big Red Markets premises with a service animal and may keep the animal with them, unless the animal is otherwise excluded by law. Employees will not pet, feed, distract or otherwise interfere with a service animal while it is working.

If a service animal is excluded by law from a particular area, Big Red Markets will take other reasonable measures to enable the person to obtain, use or benefit from our goods and services.

A person with a disability accompanied by a support person will be permitted to enter the premises with the support person and will not be prevented from having access to that support person while on the premises.

Where a support person is necessary to protect the health or safety of the person with a disability or others, Big Red Markets will assess the situation individually and follow applicable AODA and Human Rights Code requirements. Any fee or admission practice involving support persons will comply with applicable law.

10. Temporary Disruptions – IASR s. 80.48

If an accessible element or facility used by persons with disabilities is temporarily unavailable, Big Red Markets will provide notice of the disruption, including the reason for the disruption if known, the anticipated duration if known, and alternative facilities or services where available.

For planned disruptions, notice will be provided in advance where practicable. For unplanned disruptions, notice will be provided as soon as practicable.

Notice may be posted at the location of the disruption, at entrances, on the Big Red Markets website or social-media channels where appropriate, and through staff communication. Notices will be available in accessible formats upon request.

Employees will be instructed to offer reasonable alternative methods of accessing the affected goods or services where possible.

11. Sample Temporary Disruption Notice

TEMPORARY ACCESSIBILITY DISRUPTION

Big Red Markets is currently experiencing a temporary disruption affecting:

_____.

Reason for disruption: _____.

Expected duration: _____.

Alternative access/service available: _____.

For assistance or an accessible alternative, please speak with a Big Red Markets employee or contact: _____.

We apologize for the inconvenience and appreciate your understanding.

12. Accessibility Training

Big Red Markets will provide accessibility training to employees, as applicable. Training will cover accessible customer service, the Ontario Human Rights Code as it relates to persons with disabilities, and accessibility requirements relevant to the person's duties.

Training will be provided as soon as practicable after a person begins performing duties for Big Red Markets and when relevant accessibility policies change.

13. Public Availability of Policies and Plan

Big Red Markets will make its accessibility policies and, where legally required, its multi-year accessibility plan available to the public. The documents will be posted on the Big Red Markets website at www.bigredmarkets.com. Upon request, the documents will be provided in an accessible format, taking the requester's accessibility needs into account.

Public accessibility contact: info@bigredmarkets.com

Website: www.bigredmarkets.com

Email: info@bigredmarkets.com

Multi-Year Accessibility Plan – 2026–2031

Big Red Markets

Effective: August 18, 2026 | Review by: August 18, 2031

1. Purpose

This plan describes the actions Big Red Markets will take to prevent and remove accessibility barriers and meet applicable AODA and IASR requirements. The plan is intended to be a practical roadmap for our butcher shop to become more accessible in all aspects including customer service, communications, employment, emergency response, physical access, service counters and temporary disruptions.

2. Accessibility Goals

- Maintain respectful, integrated, and equitable customer service.
- Provide accessible formats and communication supports when requested.
- Maintain an accessible feedback process and use feedback to improve operations.
- Maintain accessible recruitment and employee accommodation practices.
- Ensure individualized emergency response information is available when required.
- Maintain service-animal and support-person practices consistent with the AODA.
- Communicate temporary accessibility disruptions promptly and provide alternatives where possible.
- Consider accessibility in renovations, equipment purchases, store-layout changes, technology and communications.
- Monitor accessibility barriers in entrances, aisles, checkout/service areas, washrooms, customer seating where applicable, signage and routes through the store.
- Provide required accessibility training and maintain appropriate records.

3. Implementation Schedule

Area / Requirement	Action	Target	Responsible	Status / Evidence
Policies – IASR 80.46	Approve, publish and maintain accessibility policies.	2026 and ongoing	Owner / Management	Signed policy; public notice
Feedback – IASR 11/80.50	Implement in-person, phone, email and accessible feedback process; track responses.	2026 and ongoing	Store Manager	Feedback log
Accessible formats – IASR 12	Provide accessible formats/communication supports upon	2026 and	Management	Request/response records

	request and consult requester.	ongoing		
Recruitment – IASR 22–24	Use accommodation notice and recruitment script; accommodate selected applicants.	2026 and ongoing	Hiring Managers	Job postings/scripts
Employee supports – IASR 25–26	Inform employees of accommodation policies; provide individualized supports.	2026 and ongoing	Management	Orientation records
Emergency response – IASR 27	Create individualized plans where required; review when triggering conditions change.	2026 and ongoing	Manager / Employee	Confidential plans
Service animals/support persons – 80.47	Train staff and maintain integrated access.	2026 and ongoing	Store Manager	Training records
Temporary disruptions – 80.48	Use standard notice and provide alternatives.	2026 and ongoing	Store Manager	Notices/photos
Training	Train staff and retain records.	On hire and when policies change	Management	Training log
Physical accessibility	Conduct annual walk-through of entrances, aisles, routes, signage and customer-service areas; correct barriers where feasible.	Annually	Management	Accessibility checklist
Website/communications	Review public accessibility information and contact information.	Annually	Management	Website/public notice review
Plan review	Review and update the plan and document progress.	At least every 5 years; sooner if needed	Owner / Management	Approved revision

4. Consultation and Continuous Improvement

Big Red Markets will consider feedback from customers, employees and other stakeholders when reviewing accessibility. Where a person with a disability provides feedback about a barrier, management will consider the lived experience described and identify practical measures to prevent recurrence.

The plan may be updated before the five-year review when there are significant changes to the business, premises, legislation, technology or accessibility needs.

5. Monitoring

- Management will review accessibility feedback and complaints.
- Management will review any temporary disruption incidents and the effectiveness of alternative arrangements.
- Management will monitor accommodation requests and recruitment accommodations without unnecessarily collecting personal medical information.
- Management will confirm training completion.
- Management will document major accessibility improvements and barriers identified during annual reviews.

6. Public Notice

Big Red Markets' accessibility policies and multi-year accessibility plan are available to the public on our website at www.bigredmarkets.com. Copies will be provided in an accessible format upon request. For accessibility feedback or requests, contact info@bigredmarkets.com.