



Wetaskiwin Co-op Accessibility Plan

Accessibility Plan 2024 – 2027

1.0 General

1.1 About Wetaskiwin Co-op

Wetaskiwin Co-op is located in central Alberta operating in nine locations and in the five communities of Wetaskiwin, Innisfail, Camrose, Edmonton and Falun. We operate in a variety of product lines including consumer hardware, building products, crop inputs, petroleum, liquor and feed manufacturing. We believe in working together to serve our members and customers throughout Alberta, delivering profits back to our members and communities and investing in sustainable growth.

At Wetaskiwin Co-op, our commitment to accessibility and inclusion is rooted in our core values of integrity, excellence, community and service. Wetaskiwin Co-op is committed to working towards an inclusive and barrier free environment for all stakeholders, including employees, members, customers, job applicants, suppliers, and any visitors who enter the premises, promoting convenience and equal access to information provided by the company.

1.2 Statement of Commitment

Our commitment to accessibility and inclusion is guided by legislation, including the Canadian Human Rights Act, the Canadian Charter of Rights and Freedoms, the Canadian Labor Code, the Employment Equity Act, Canada's commitments as a State Party to the United Nations Convention on the Rights of Persons with Disabilities, and the Accessible Canada Act. This plan will guide the organization in meeting accessibility commitments, understanding that it will continue to grow and evolve to ensure it meets the needs of all employees. For this reason, the plan will continue to be reviewed in consultation with employees via employee surveys and discussions

1.3 Contact Information and Feedback Process

Wetaskiwin Co-op is committed to continuously improving our accessibility measures and our commitment to inclusion and accessibility incorporates a feedback process so that employees and members of the public can share their ideas and input with us. If you have any questions, feedback, or are looking to request alternative formats of our accessibility plan, please don't hesitate to contact Wetaskiwin Co-op using any of the following methods:

Contact: Human Resources Manager

Mailing Address or In-Person: 4707 40 Avenue, Wetaskiwin, AB, T9A 2B8

Email: info@wetaskiwincoop.com

Phone Number: +1 (780) 361-6171

Webpage: www.wetaskiwinco-op.crs



If you provide your contact information, we are committed to responding to your feedback in a timely manner and in the format that we receive it. You may also choose to provide feedback anonymously.

1.4 Reporting on our Plan

Wetaskiwin Co-op will publish a report on our website every year showing the progress against our commitments, and the Accessibility Plan will be reviewed every three years. The Accessibility Plan is offered in any of the following formats upon request: Print, Large Print, Braille, Audio and Electronic.

2.0 Employment

The intention for Employment in the Accessible Canada Act is to ensure access to employment opportunities and accessible workplaces. Wetaskiwin Co-op is committed to promote and respect dignity, independence, integration, and equal opportunity for all, having a diverse workplace that includes persons with disabilities, both visible and invisible.

Currently, our Human Resources department supports hiring managers with recruitment processes. When requested, accommodation is being made during the recruitment and selection stages, and throughout the employment lifecycle. This said, we welcome opportunities to improve our policies and procedures, and are committed to doing so.

Other barriers identified and actions to be taken:

Actions	Responsible	Timeline
Review and update current hiring policies, procedures and on-boarding practices.	Human Resources Manager & Health and Safety / Asset Protection Manager	Year 1 2024
Make updates and necessary changes to the Team Member Policy Handbook, incorporating accessibility, diversity and inclusion best practices.	Human Resources Department & Health and Safety / Asset Protection Manager	Year 1 2024
Roll out updated Policy Handbook to all employees.	Human Resources Department	Year 1–2 2024-2025
Meet and consult with representatives from Inclusion Alberta to discuss strategies and promote employment opportunities for individuals with intellectual disabilities.	Human Resources Manager & Feed Division Manager	Year 1 2024
Offer training to all employees on creating accessible documents and emails including plain language training.	Human Resources Department / Third Party Training	Year 3 2026



Update our leaning center configuration and checklists for all employees to include Diversity and Inclusion training.	Human Resources Department	Year 2 2025
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3.0 Build Environment

The goal of the Built Environment area under the Accessible Canada Act is to ensure all people can move freely around buildings and public spaces. Wetaskiwin Co-op’s facilities are a combination of owned and leased spaces, some more than 50 years old, and were not originally constructed with consideration for accessibility.

Our commitment is to consider accessibility in future renovations and construction development plans. Our goal is to review and identify spaces that might need improvement of accessibility and implement various mitigation strategies for employees and visitors with mobility or other impairments, to create a more accessible work environment.

Actions	Responsible	Timeline
Review current buildings and identify barriers in place.	Health and Safety / Asset Protection Manager	Year 1 2024
Implement an assessment plan for existing facilities to establish accessibility upgrades that can be done, to mitigate the existing accessibility gaps.	Health and Safety / Asset Protection Manager & General Manager	Year 2-3 2025-2026
Inspect our current smoke alarms, fire alarms and other emergency alarms, and create a plan to upgrade or replace them to be visual as well as auditory.	Health and Safety / Asset Protection Manager & General Manager	Year 2 2025
Ensure accessible parking spaces are clearly identified with the international symbol of accessibility at all locations.	Health and Safety / Asset Protection Manager	Year 2 2025
Investigate the feasibility of adding ramps and/or sidewalks and widening doorways at locations for wheelchair access.	Health and Safety / Asset Protection Manger	Year 3 2026
Implementing ergonomic furniture standards in individual workstations and collaborative workspaces.	Controller	Ongoing

4.0 Information and Communication Technologies (ICT)

The goal of the Information and Communication Technologies (ICT) area of the Accessible Canada Act is to ensure the accessibility of digital content and technologies.

Wetaskiwin Co-op relies on the IT department of its sibling company, Federated Co-operative Limited (FCL), for the provision of IT-related services including learning center course and website design. Wetaskiwin Co-op is currently going through the incorporation of Microsoft 365, key accessibility elements include:

- Immersive Reader: Facilitates reading by adjusting text size, font, and background color. It also offers text-to-speech functionality for enhanced comprehension.
- Accessibility Checker: Identifies and addresses potential accessibility issues within documents, spreadsheets, and presentations, promoting content that is perceivable by individuals with disabilities.
- Real-Time Collaboration: Enables simultaneous editing and collaboration, fostering teamwork and allowing users to work together on documents in real time, promoting inclusivity in project development.
- Subtitles and Closed Captions: Enhances the comprehensibility of audio and video content through the provision of accurate subtitles and closed captions, benefiting users with hearing impairments.
- Navigation Features: Office 365 offers keyboard shortcuts, screen reader compatibility, and other navigation tools, ensuring ease of use for individuals with mobility or visual impairments.

We are committed to ensuring information is accessible and can be used by individuals with a wide range of abilities and disabilities.

Actions	Responsible	Timeline
Request IT / FCL to enhance current IT services such as learning center courses and website design to be more accessible using assistive technology. (e.g. text-to-speech, dictation, closed captioning, high contrast, and alternate input devices)	Human Resources Department & IT / FCL	Year 1 2024
When a need for assistive technology is identified, research must be conducted, and steps must be taken to acquire the required technology.	Human Resources Department & Health and Safety / Asset Protection Manager	Ongoing



5.0 Communication, other than ICT

The goal of the communications area of the Accessible Canada Act is to ensure barrier-free services and spaces for persons with disabilities.

Wetaskiwin Co-op’s commitment is to continuously improve our communications practices with employees, customers, and community members, to ensure that the exchange is barrier-free and respectful of all audiences.

Actions	Responsible	Timeline
Update the Health and Safety Boards in all facilities to include Accessibility, Diversity and Inclusion.	Health and Safety / Asset Protection Manger	Year 1 2024
Upon request, make information available in the following formats: Print, Large Print, Braille, Audio and Electronic.	Human Resources Department & Marketing Manager	Ongoing
Upon request, interpretive services will be made available at annual performance reviews or meetings.	Human Resources Department	Ongoing
Create and promote content that reflects the diversity of people living in our community.	Human Resources Department & Marketing Manager	Ongoing
Evaluate that accessibility is considered in the development of all content, publications and in-house marketing campaign creation.	Marketing Manager & IT/FCL	Ongoing

6.0 Procurement of Goods, Services and Facilities

The goal of Procurement of Goods, Services and Facilities of the Accessible Canada Act is to ensure the purchasing of goods, services and facilities consider accessibility requirements.

Wetaskiwin Co-op is committed to ensuring that all individuals can obtain the company’s goods and services and is committed to ensuring accessibility is embedded in the procurement process.

Sustainable and responsible product purchasing is one of the many guiding aspects that help us define what products to introduce to the Co-operative Retailing System (CRS). FCL and Wetaskiwin Co-op and all our divisions are working together to ensure our suppliers and collaborators use responsible business practices and are committed to protecting the environment.



Actions	Responsible	Timeline
Implement multiple methods to allow individuals to obtain our goods and services.	General Manager & Department Managers (where applicable)	Ongoing
Bill S-211 – Fighting against forced labour and child labour in Supply Chains Act compliance report completed and posted to our website.	General Manager & Marketing Manager	Year 1 2024
Request to develop a new training module on how to communicate and support customers with various types of disabilities.	Human Resources Department & IT / FCL	Year 2 2025

7.0 Design and delivery of Programs and Services

The goal of the Design and Delivery of Programs and Services components of the Accessible Canada Act is to ensure Canadians receive services that are accessible to all.

Wetaskiwin Co-op's commitment is to ensure that all the future programs and services are designed in a manner accessible to all individuals, including those with disabilities.

Actions	Responsible	Timeline
Update our leaning center configuration and checklists for all employees to include Respectful Workplace training.	Human Resources Department	Year 1 2024
Implement a method allowing customers to provide Wetaskiwin Co-op with accessibility feedback.	Human Resources Department & Marketing Manager	Year 1 2024
Consider accessibility when organizing public events.	General Manager & Organizing Department Manager	Ongoing

8.0 Transportation

The goal of the Transportation section of the Accessible Canada Act is to ensure a barrier-free transportation network.

Wetaskiwin Co-op does not provide transportation to the public.



9.0 Consultations and Conclusion

Wetaskiwin Co-op is dedicated to fostering an inclusive and accessible environment for all individuals, including those with disabilities. The organization is guided by the seven principles of the Accessible Canada Act:

- everyone must be treated with dignity
- everyone must have the same opportunity to make for themselves the life they are able and wish to have
- everyone must be able to participate fully and equally in society
- everyone must have meaningful options and be free to make their own choices, with support if they desire
- laws, policies, programs, services, and structures must take into account the ways that different kinds of barriers and discrimination intersect
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures, and
- accessibility standards and regulations must be made with the goal of achieving the highest level of accessibility

Wetaskiwin Co-op values the input and perspectives of all stakeholders, including individuals with disabilities, in the development and implementation of our accessibility plan. Consultation is a vital component of our commitment to creating an inclusive and accessible environment for everyone.

Prior to implementing our accessibility plan, a survey was sent out to employees, asking them to voluntarily self-declare, identify any accessibility barriers they either experienced or were aware of, and provide contact information if they are open to having further conversations about accommodation, diversity, and inclusion. Consultation happened by one-on-one discussions, through the survey in paper and email formats, and through telephone conversations.

Through meaningful engagement with stakeholders, we aim to gather insights, identify barriers, and collaboratively develop strategies to enhance our accessibility plan. Wetaskiwin Co-op is committed to removing barriers, promoting equal opportunities, and creating a culture of accessibility across our organization.

10.0 Glossary

Accessibility: The degree to which a product, service, program or environment can be assessed or used by all

Barrier: Anything that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. Barriers can be physical, architectural, technological or attitudinal. (Source: Bill C-81: An Act to ensure a barrier-free Canada)

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment, or a functional limitation, whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society. (Source: Bill C-81: An Act to ensure a barrier-free Canada)

Persons with disabilities: Persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who a) consider themselves to be disadvantaged in employment by reason of that impairment, or b) believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment. Persons with disabilities include persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace. (Source: Employment Equity Act)