

Giresi's Pizza Factory Multi-Year Accessibility Plan

Statement of commitment

A Message from our Family

Giresi's Pizza Factory is committed to creating an equitable workplace culture. We accomplish this by providing people with disabilities a respectful and equal experience. We believe that all customers and employees deserve to enter an environment that allows them to meet their own needs. Our company has a flexible and dignified approach when providing accommodation to people with disabilities.

Introduction

This document outlines policies and plans that Giresi's Pizza Factory uses to accomplish their accessibility goals. The *Accessibility for Ontarians with Disabilities Act*, and the *Human Rights Code* is recognized by our company as a crucial part of employment legislation. Our employees have the right to know and access these documents at their convenience. Section 1. of this document, includes GPF's past achievements to remove barriers for people with disabilities. Section 2. of this document, includes the strategies and actions which will be taken moving forward to mitigate and eliminate the barriers that are faced by people with disabilities in Ontario. Both Sections will cover Giresi's Pizza Factory's policies and plans for accessibility regarding: customer service, information and communications, equal employment opportunities, training, and design of public spaces. This document will serve as a map to remove accessibility barriers within our workplace.

Definitions

- AODA: Accessibility for Ontarians with Disabilities Act
- PWD: people with disabilities
- GPF: Giresi's Pizza Factory
- HRC: Human Rights Code
- Accessibility policies: The formal rules our organization puts into place to achieve its accessibility goals.
- Accessibility plans: The best practices that are used by our organization to comply with our accessibility policies. These steps will help our company to prevent and remove barriers to accessibility, meeting our AODA requirements.
- Multi-Year Accessibility Plan: A set of policies and plans that have been formatted with the intention of continually updating their contents, as government regulations and best practices evolve.
- Equitable: fair and impartial.
- Dignified: having or showing a composed or serious manner that is worthy of respect.

- Accommodation: a way of removing systemic, attitudinal, or structural barriers for people with disabilities wherever possible without undue hardship.
- Mitigate: make less severe, serious, or painful.
- Accessibility barriers: obstacles experienced by people with disabilities when receiving goods and services.
- Multi-platform: involving more than one type of operating system.
- Beneficence: for the benefit of another person.
- Maneuvered: handled a situation using skill and care.

Related Documents

Internal:

- *Accessibility for Ontarians with Disabilities Act* and the *Human Rights Code* training infographics
- Giresi's Pizza Factory Employee Handbook
- Giresi's Pizza Factory Orientation Documents

External:

- <https://www.aoda.ca/the-act/>
- <https://www.aoda.ca/what-is-the-customer-service-standard/>
- <https://www.ohrc.on.ca/en/ontario-human-rights-code#:~:text=Ontario's%20Human%20Rights%20Code%2C%20the,in%20a%20protected%20social%20area>

Acknowledgment of the *Accessibility for Ontarians with Disabilities Act*

Giresi's Pizza Factory strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.[\(1\)](#)

Giresi's Pizza Factory is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and improve opportunities for people with disabilities.[\(1\)](#)

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.[\(1\)](#)

This plan will be reviewed and updated at least once every five years.[\(1\)](#)

We train every person as soon as practicable after being hired and provide training in respect to the policies.[\(1\)](#)

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.[\(1\)](#)

Above statements have been taken from the Ontario government website, and have been adapted to match our Multi-Year Accessibility Plan. These statements align with the AODA, the HRC and Giresi's Pizza Factory's Accessibility Policy's. [\(2\)](#)

Section 1. Past Achievements to Remove and Prevent Barriers

This section identifies previous initiatives that are being taken by Giresi's Pizza Factory to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and remove barriers for people with disabilities.

Customer Service

Giresi's Pizza Factory is dedicated to meeting the provincial customer service standard under the AODA by providing an accessible experience for all customers. All telephone calls are recorded for the purpose of confirming quality care. Our company will provide a multi-platform ordering system to ensure that audio/visual needs are met for people with disabilities.

Customers have the options to order and pay, in-person, over the phone, and online.

Information and Communications

Giresi's Pizza factory has always released their menu, employment opportunities, hours of service and any additional info across all platforms available. All information is available in visual and audible forms.

Our company releases information to the public via:

- Social media platforms; Instagram and Facebook.
- Through our website: <https://giresispizza.com/>.
- Information is always available by calling (519) 336-1415 or visiting us at Giresi's Pizza Factory, 146 East Street during business hours.
- We can be contacted anytime through email at info@giresispizza.com

Equal Employment Opportunities

Giresi's Pizza Factory will maintain accessible hiring practices. We will accommodate people with disabilities. Additionally, we will provide accommodation through return-to-work plans wherever applicable. We will provide an accessible interview location.

Our company accepts a diverse range of applicants for a diverse range of positions. We offer interviews to candidates with disabilities and to those who reach out to us through our local Good Will careers center. After they have completed the interview process, accommodation needs are handled in a confidential case-by-case manner.

Training

Giresi's Pizza Factory has provided an equal experience to all staff through-out their employment with us. When employees receive orientation training, they read our company's violence and harassment policies and are informed of their rights as an employee.

Our continuously growing business has always thrived on a culture of equality and beneficence. When staff are trained, they are given an opportunity to go through our employee manual and policy

handbook on their own. When employees are finished reading all orientation documents, they are encouraged to ask questions through-out their training. New employees will be asked if any clarification of the manual and policy handbook is needed.

Design of Public Spaces

Giresi's Pizza Factory will ensure that entrance ways are accessible to people with disabilities. We maintain our sidewalk ramps through-out all seasons. Our company will allow service animals in our pick-up lobby.

Our employees will shovel snow, lay salt for ice and sweep sidewalks wherever necessary. When staff receive on-the-job training for a position in the pick-up lobby, they are made aware of the rights of PWD within public spaces (I.e., service animals) and the possible barriers that can be maneuvered when serving a diverse range of customers.

Section 2. Strategies and Actions

This section identifies the current initiatives that are being taken by Giresi's Pizza Factory to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and remove barriers for people with disabilities.

Customer Service

Giresi's Pizza Factory brings forth an accessible experience to all customers, and patrons with disabilities, by continuously improving our compliance with the provincial customer service standards under the AODA. Our company will provide a multi-platform ordering system to ensure that audio/visual needs are met for people with disabilities. We will also provide carry-out/in service upon request to ensure that physical needs are met for PWD. All telephone calls are recorded for the purpose of confirming quality care.

During orientation training, pick-up, telephone and delivery personnel are made aware of attitudinal barriers that people with disabilities face. Our employees understand that serving our customers requires an adaptable mindset. We have removed physical barriers for PWD by offering carry-out service upon request. Pick-up personnel take initiative to help carry items to vehicles for customers. Delivery personnel will bring orders into homes upon request, after assessing that it is safe to do so. We continue to ensure that audio/visual needs are met by offering the options to order and pay, in-person, over the phone, and online.

Information and Communications

Giresi's Pizza factory has always released their menu, employment opportunities, hours of service and any additional info across all platforms available. All information is available in visual and audible forms.

Our company releases information to the public via:

- Social media platforms; Instagram, Facebook and TikTok.
- Through our website: <https://giresispizza.com/>
- Information is always available by calling (519) 336-1415 during business hours.
- Visit us at Giresi's Pizza Factory, 146 East Street North during business hours. Our staff will happily point you towards a free physical copy of a menu and answer any questions.
- We can be contacted anytime through email at info@giresispizza.com
- Our online menu available in screen reader formats

Equal Employment Opportunities

Giresi's Pizza Factory is committed to improving accessibility standards for employment. GPF will continue to maintain accessible hiring practices. We will accommodate people with disabilities. Additionally, we will provide accommodation through return-to-work plans wherever applicable. We will provide an accessible interview location.

We will inform the public through our social media that we offer equal employment opportunities for people with disabilities. Our company accepts a diverse range of applicants for a diverse range of positions. We continue to offer interviews to candidates with disabilities and those who reach out to us through our local Good Will careers center. After they have completed the interview process, accommodation needs are handled in a confidential case-by-case manner.

Training

Giresi's Pizza Factory understands that awareness is the first step to achieving our accessibility goals. At our company it is mandatory that employees receive training on the *Accessibility for Ontarians with Disabilities Act* and *The Human Rights Code*.

All of our employees are trained on AODA and HRC as soon as they are in the position to be. Staff members are talked through a physical copy of an accessibility infographic, as a part of their orientation package. It will be communicated that they can find AODA/HRC at any time on the Ontario government website. Employees will be informed that they will be allowed to request access to the training infographics at any time during their employment with us. Staff will be asked to sign and date an acknowledgment of training completion.

Design of public Spaces

Giresi's Pizza Factory continues to maintain entrance ways and ramps to meet accessible standards through-out all seasons. Our company will allow service animals in our pick-up lobby. Our staff is trained to adapt their service to fit the needs of the customer when carrying-out goods.

Our employees will shovel snow, lay salt for ice and sweep sidewalks wherever necessary. During orientation training on the *Accessibility for Ontarians with Disabilities Act*, employees are informed of the rights that people with disabilities have within public spaces (i.e., service animals), and the initiatives that our company takes to guarantee an impartial service.

For More Information

If you would like further information on this accessibility plan, please contact at

Giresi	Mike
(519) 336 1415	Info@giresispizza.com

Our accessibility plan is posted publicly at <https://giresispizza.com/>

Standard and accessible formats of this document are free on request from
Giresi

Mike

(519) 336 1415

Mike@giresispizza.com
