

JEFFERY'S GREENHOUSES
ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

Jeffery's Greenhouses Inc. and Jeffery's Greenhouses Plant II Limited are committed to excellence in serving all customers including people with disabilities. Our greenhouses are not open to the general public. We indirectly supply our floral product to the public through the wholesale distribution chain. However, our wholesale customers and suppliers are welcome to visit us on an appointment-only basis, at our head offices at 1036 Lakeshore Rd., West, St.Catharines, ON, L2R 6P9, Phone (905) 934-0514.

When accessing our offices and attached greenhouses or farm buildings, for purposes of health and safety, **all non-employee visitors** must sign in at our reception office, wear the visitor badge assigned to them and be escorted by a member of our staff while accessing those parts of our premises that are open to non-employee visitors.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to visitors.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

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Notice of Temporary Disruption of Accessibility Features or Services

In the event of a planned or unexpected disruption of these accessibility services or features for our customers with disabilities,

- Wheelchair accessible ramp at front office door or to the connecting head house
- Wheelchair accessible washroom in main offices

Jeffery's Greenhouses will notify customers promptly by telephone when booking appointments to visit with us and we will also post this notice at the entrance of our head office and on our website www.jefferysgreenhouses.com. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

Training for Staff

Jeffery's Greenhouses will provide training to employees, volunteers, and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- All managers
- Office receptionist/administrative clerk
- Sales/order entry clerks
- In-store merchandising service representatives

This training will be provided to staff within three (3) weeks of their hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Jeffery's Greenhouses plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing Jeffery's Greenhouses goods and services.

Staff will also be trained when changes are made to our plan.

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Feedback Process

Customers who wish to provide feedback on the way Jeffery's Greenhouses provides goods and services to people with disabilities can provide their written feedback by email to info@jefferysgreenhouses.com or by post to 1036 Lakeshore Rd. West, RR#3, St.Catharines,ON, L2R 6P9.

All feedback will be directed to Gina Marchionda, Controller.

Customers can expect to hear back from us in 10 days.

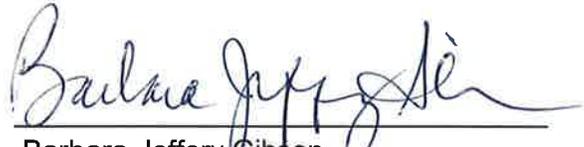
Complaints will be addressed according to our company's regular complaint management procedures.

Modifications to Policies

Any policy of Jeffery's Greenhouses that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Jim Jeffery
President
Jeffery's Greenhouses Inc.



Barbara-Jeffery Gibson
President
Jeffery's Greenhouses Plant II Limited