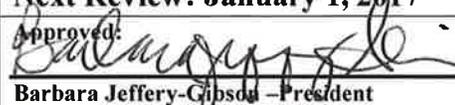


JEFFERY'S GREENHOUSES

INTEGRATED ACCESSIBILITY STANDARDS POLICY

Issue Date: December 21, 2015	Revision Level: 01	Next Review: January 1, 2017
Created by: <u>Gina Marchionda and Kim Edmands</u> Controller & Human Resources Manager	Approved:  Jim Jeffery – President Jeffery's Greenhouses Inc.	Approved:  Barbara Jeffery-Gibson – President Jeffery's Greenhouses Plant II Limited

Purpose

The purpose of this policy is to set out the requirements of the Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Jeffery's Greenhouses Inc. and Jeffery's Greenhouses Plant II Limited ("Jeffery's Greenhouses" or "Company") endeavors to regularly ensure and implement accessibility standards in all of its practices.

This policy is not intended to replace or supersede Jeffery's Greenhouses Accessibility Standard for Customer Service policy, required by Ontario Regulation 429/07.

Jeffery's Greenhouses Commitment

The Company is committed to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

This policy will be implemented in accordance with the time frames established by the Regulation.

General Requirements

○ **Multi-Year Accessibility Plan**

Jeffery's Greenhouses will develop, maintain and document a Multi-Year Accessibility Plan outlining the Company's strategy to prevent and remove barriers from its workplace and to meet its requirements under the Regulation.

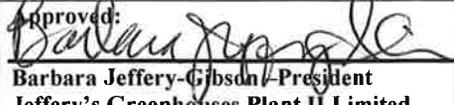
The Multi-Year Plan will be reviewed and updated at least once every five years, and will be posted on the Company's website and intranet site. Upon request, Jeffery's Greenhouses will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

○ **Self-Service Kiosk**

The company shall have regard to accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks.

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o **Training**

Jeffery's Greenhouses will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the obligations under the Ontario Human Rights legislation as it pertains to persons with disabilities to:

- All employees and volunteers
- All managers and persons who participate in developing the Company's policies, and
- All other persons or third parties who provide goods, services or facilities on behalf of the Company.

Training on the requirements of the IASR shall be appropriate to the duties of the employees, volunteers, and other persons. Trainings will continue on an ongoing basis as new employees, volunteers and other persons are hired and as well as when changes are made to the accessibility policy.

The Company will maintain a record of the training it provides.

Information and Communications Standards

o **Feedback**

Jeffery's Greenhouses will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

o **Accessible Formats and Communication Supports**

Upon request, Jeffery's Greenhouses will provide, or will arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

The Company will consult with the person making the request in determining the suitability of an accessible format or communication support. This does not apply to products and product labels, unconvertible information or communications and information that the Company does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the Company shall provide the person requesting the information or communication with:

- a. An explanation as to why the information or communication is unconvertible; and
- b. A summary of the unconvertible information or communications

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- **Emergency Information**

When Jeffery's Greenhouses prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

- **Accessible Websites and Web Content**

Jeffery's Greenhouses shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to level AA, except where this is impracticable.

Employment Standards

Jeffery's Greenhouses is committed to fair and accessible employment practices.

- **Recruitment**

Jeffery's Greenhouses will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

- **Recruitment, Assessment or Selection Process**

Jeffery's Greenhouses will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Jeffery's Greenhouses 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.

- **Notice to Successful Applicants**

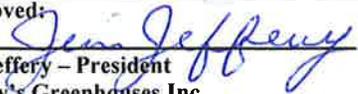
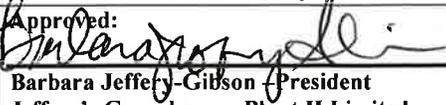
When making offers of employment, Jeffery's Greenhouses will notify the successful applicant of its policies for accommodating employees with disabilities.

- **Informing Employees of Supports**

Jeffery's Greenhouses will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account the employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

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- **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, Jeffery's Greenhouses will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Jeffery's Greenhouses will consult with the employee making the request.

- **Workplace Emergency Response Information**

Jeffery's Greenhouses will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Jeffery's Greenhouses is aware of the need for accommodation due to the employee's disability.

Where the employee requires assistance, Jeffery's Greenhouses will, with the consent of the employee, provide the workplace emergency response information to the person designated by Jeffery's Greenhouses to provide assistance to the employee.

Jeffery's Greenhouses will review the individualized workplace emergency response information when the employee moves to a different location/department in the Company, when the employee's overall accommodations needs or plans are reviewed, and when Jeffery's Greenhouses reviews its general emergency response policies.

- **Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans (see Accommodation Policy) has been developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports.

In addition, the plans shall include the individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

- **Performance Management, Career Development and Advancement & Redeployment**

Jeffery's Greenhouses will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting

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performance management, providing career development and advancement to employees, or when redeploying employees.

o **Return to Work Process (RTW)**

Jeffery's Greenhouses maintains a documented return to work process (Policy D-27 Early and Safe Return to Work/work Reintegration Policy) for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Jeffery's Greenhouses will take to facilitate the return to work and includes documented individual accommodation RTW plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie. Workplace Safety Insurance Act, 1997).

Design of Public Spaces

Jeffery's Greenhouses will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable. Public spaces include outdoor paths of travel like sidewalks, ramps and stairs; accessible off street parking; and reception office areas.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Revision History

Date	Version Release
January 1, 2014	Initial Release
December 21, 2015	Revision Level - 01

