

JEFFERY'S GREENHOUSES INC. MULTI-YEAR ACCESSIBILITY PLAN

Issue Date: <u>Jan 21, 2014</u>	Revision Level: <u>Initial Release</u>	Next Review Date: every 5 years
Created by: <u>Gina Marchionda</u>	Approved by: <u>[Signature]</u>	Approved by: <u>[Signature]</u>
Controller and Human Resources Manager	General Manager	President

Initiative /Action	Description	Completion Status	AODA Compliance Date
CUSTOMER SERVICE STANDARD - O. Reg. 427/07			
Establishment of Policies, Practices and Procedures	Policies and Practices must be compatible with the following principles: 1. Respect for dignity 2. Integration 3. Equality	1. Jeffery's Accessibility Standard for Customer Service approved December 15, 2011 which reflects Jeffery's commitment to fostering, creating and maintaining a barrier-free environment for all individuals. The policy provides Guidelines on specific accessibility considerations in accordance with AODA and were developed in line with the AODA Customer Service standard which includes principles and protocols with respect to the use of assistive devices, service animals and support persons, notice of temporary disruptions in service and providing feedback and complaints. 2. Jeffery's Accessibility Standard for Customer Service is posted at main reception and on the Jeffery's website www.jefferysgreenhouses.com on December 15, 2011	January 1, 2012
Training	Customer Service training must be provided for: 1. Those who interact with members of the public on behalf of the Company. 2. Persons who participate in developing the Company's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.	1. Training developed and facilitated for affected employees December 15, 2011 ; training provided at merchandising staff meeting Mar 8, 2012 using AODA training material. 2. All training is tracked and recorded and is ongoing as new sales/merchandisers are hired. 3. AODA Awareness and Training on Jeffery's Accessibility Standard for Customer Service is available on our corporate website for merchandisers and our corporate intranet.	January 1, 2012
Feedback Process	Establish an accessible process for receiving and responding to feedback about the manner in which Jeffery's provides goods or services to persons with disabilities. The information about the process will be readily available to the public.	1. Feedback process for customers established and posted to Jeffery's website on December 15, 2011 and in the reception area of the offices. Feedback may be directed to Gina Marchionda, Controller by email to info@jefferysgreenhouses.com or by post to our head office.	January 1, 2012
INTEGRATED ACCESSIBILITY STANDARDS - O. Reg. 191/11			
Part I - General			
Section 3 Establishment of Accessibility Policies	s. 3(1) Every Obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	1. Developed the Integrated Accessibility Standards Policy January 1, 2014. Posted on company website and company intranet site - September 30, 2014.	January 1, 2014
Section 4 Accessibility Plans	s. 4(1) Designated private sector organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible form upon request; and c) review and update the accessibility plan at least once every 5 years.	1. Developed Multi-Year Accessibility Plan September 11, 2014 . Posted on website September 11, 2014. 2. Will be reviewed regularly based on changes to workflows and processes and as additional sections of legislation come into force.	January 1, 2014

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Created by: <u>Michelle Murchio</u>	Approved by: <u>[Signature]</u>	Approved by: <u>[Signature]</u>
Controller and Human Resources Manager	General Manager	President

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INTEGRATED ACCESSIBILITY STANDARDS - O.Reg. 191/11			
Part I - General			
Section 7 Training	s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, a) all employees and volunteers, b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods, services or facilities on behalf of the organization.	1. AODA Awareness Training to be completed for all employees by December 31, 2014 using the accessforward.ca training modules. A training schedule indentifying the training modules and required completion date will be rolled out by September 30, 2014. 2. All training is tracked and recorded - ongoing. 3. AODA Awareness and Training on Jeffery's Accessibility Standard for Customer Service is available on our corporate website for merchandisers and our corporate intranet.	January 1, 2015
INTEGRATED ACCESSIBILITY STANDARDS - O.Reg. 191/11			
Part II - Information and Communication Standards			
Section 11 Feedback	s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	1. Feedback process for customers established and posted to Jeffery's website www.jefferysgreenhouses.com on January 1, 2012. 2. Process reviewed annually and no changes made.	January 1, 2015
Section 12 Accessible Formats and Communication Supports	s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability, and b) at a cost that is no more than the regular cost charged to other persons. s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. s. 12 (3) The obligated organization shall notify the public about the availability of accessible formats and communication supports.	Standard process to be developed and communicated by Controller.	January 1, 2016

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Controller and Human Resources Manager	General Manager	President

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INTEGRATED ACCESSIBILITY STANDARDS - O.Reg. 191/11			
Part II - Information and Communication Standards			
Section 14 Accessible websites and web content	s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites 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	Efforts to make our websites and content meet AODA and WCAG 2.0 guidelines to improve accessibility are ongoing. As new external websites are designed, or existing external websites are reviewed for redesign/relaunch, we will request that our third party Website developer incorporate WCAG 2.0 guidelines where practicable.	January 1, 2014 - all new internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1, 2021 - all internet websites and web content must conform with WCAG 2.0 Level AA other than, i. success criteria 1.2.4. Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).
INTEGRATED ACCESSIBILITY STANDARDS - O.Reg. 191/11			
Part III - Employment Standards			
Section 22 Recruitment, general	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Standard "accommodation" statement for job postings to be drafted by Human Resources and reviewed/approved by President	January 1, 2016
Section 23 Recruitment, assessment or selection process	s. 23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	Standard process to be developed by Human Resources; once approved, process to be communicated to all hiring managers/supervisors.	January 1, 2016
	s. 23 (2) If a selected applicant requests an accommodation, the employer shall 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.	Standard process to be developed by Human Resources; once approved, process to be communicated to all hiring managers/supervisors.	
Section 24 Notice to successful applicants	s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Standard process to be developed and communicated by HR.	January 1, 2016

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Controller and Human Resources Manager	General Manager	President

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INTEGRATED ACCESSIBILITY STANDARDS - O.Reg. 191/11			
Part III - Employment Standards			
Section 25 Informing employees of supports	s. 25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	1. Policies used to support Jeffery's employees with disabilities including, but not limited to, policies on the provision of job accommodations that take into account an employee's disability are to be developed, approved and included in the Employee Handbook. 2. Once the new Handbook is approved, it will be distributed and communicated to all existing employees and all new employees upon their first orientation session.	January 1, 2016
	s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	1. Once the new Handbook is approved, it will be distributed and communicated to all new employees upon their first orientation session.	
	s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	1. Any changes to policies supporting employees with disabilities, including the provision of job accommodations, will be communicated to all employees using various means available (Employee Handbook revisions, newsletters, intranet posting).	
Section 26 Accessible formats and communication supports for employees	s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, a) information that is needed in order to perform the employee's job; and b) information that is generally available to employees in the workplace.	Standard process to be developed and communicated by HR.	January 1, 2016
	s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		

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Controller and Human Resources Manager	General Manager	President

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INTEGRATED ACCESSIBILITY STANDARDS - O.Reg. 191/11			
Part III - Employment Standards			
Section 27 Workplace emergency response information	s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	In August 2013 memo sent to all advising them to complete a "Emergency Information Self-Assessment Worksheet" if they have a temporary or permanent disability and require assistance during an emergency. A template for an Individualized Emergency Response Information plan has also been created. To date no employee has requested assistance. All new employees are advised to complete the self-assessment during orientation.	January 1, 2016
	s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	A template for an Individualized Emergency Response Information plan has also been created that obtains the employee's consent to share with designated emergency support staff. To date, no accommodations have been required.	
	s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	In August 2013 memo sent to all advising them to complete a "Emergency Information Self-Assessment Worksheet" if they have a temporary or permanent disability and require assistance during an emergency. A template for an Individualized Emergency Response Information plan has also been created and it requires that the Individualized Emergency Response Information form be completed and communicated to the employee and designated Emergency Support Staff. To date no employee has requested assistance. All new employees are advised to complete the self-assessment during orientation.	
	s. 27 (4) Every employer shall review the individualized workplace emergency response information, a) when the employee moves to a different location in the organization; b) when the employee's overall accommodations needs or plans are reviewed; and c) when the employer reviews its general emergency response policies.	A template for an Individualized Emergency Response Information plan has also been created that requires review when a, b, or c, occur and at least annually. Must modify Health & Safety Emergency Procedures Policy to incorporate this idea of Individualized Emergency Response Information for employees with disabilities.	

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INTEGRATED ACCESSIBILITY STANDARDS - O.Reg. 191/11			
Part III - Employment Standards			
Section 28 Documented individual accommodation plans	s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Standard process to be developed and communicated by Human Resources.	January 1, 2016
	s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of an accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reason for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a form that takes into account the employee's accessibility needs due to disability.		

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Part III - Employment Standards			
Section 29 Return to work process	s. 29 (1) Every employer, other than an employer that is a small organization, a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and b) shall document the process. s. 29 (2) The return to work process shall, a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and b) use documented individual accommodation plans, as described in section 28, as part of the process s. 29 (3) The return to work process shall referenced in this section does not replace or override any other return to work process created by or under any other statute.	Standard process to be developed and communicated by Hman Resources.	January 1, 2016
Section 30 Performance management	s. 30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Standard process to be developed and communicated by HR.	January 1, 2016
Section 31 Career development and advancement	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Standard process to be developed and communicated by HR.	January 1, 2016
Section 32 Redeployment	s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Standard process to be developed and communicated by HR.	January 1, 2016