

# **JEFFERY'S GREENHOUSES**

## **Multi Year Accessibility Plan**

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| <b>Issue Date: January 31, 2019</b>   | <b>Revision Level: 01</b>  | <b>Next Review: January 31, 2024</b>   |
| Created by:<br><u>Gina Marchionda and Allison Beekhuise</u><br>Controller & Human Resources Manager | Approved:<br><br>Rodd Gibson – Vice-President<br>Jeffery's Greenhouses Inc. | Approved:<br><br>Barbara Jeffery-Gibson – President<br>Jeffery's Greenhouses Plant II Limited |

### **Introduction and Statement of Commitment**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the "AODA"). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations ("IASR") under the AODA require that Jeffery's Greenhouses establish, implement, maintain, and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Jeffery's Greenhouses:

- Customer Service;
- Information and Communications;
- Employment; and
- Accessibility Standards for the Built Environment

This multi-year plan outlines Jeffery's Greenhouses strategy to prevent and remove barriers to address the current and future requirements of the AODA and to fulfill Jeffery's Greenhouses commitment as outlined in Jeffery's Greenhouses Customer Service and Integrated Accessibility Standards.

### **Customer Service Standards**

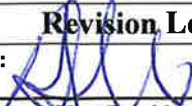

Since 2012, Jeffery's Greenhouses has complied with the Accessible Customers Service Regulation under the AODA and will continue to comply with the Customer Service Standards under the IASR.

### **Actions Taken:**

- Ensuring all persons who, on behalf of Jeffery's Greenhouses, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our customers, are trained to communicate and provide the best possible customer service to all including persons with disabilities;
- Ensuring such persons are trained and familiar with various assistive devices that may be used by customers/other third parties with disabilities who are accessing the Jeffery's Greenhouses
- Ensuring completed accessibility training is tracked and recorded;
- Ensuring customers accompanied by a guide dog or other service animal in areas of the Greenhouses open to the public and other third parties, are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated;
- Providing public with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities, by placing such notices at

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all public entrances, calling customers when booking appointments. If the disruption is long-term, an announcement on its website informing customers. All notices shall include information regarding the reason for the disruption, duration of the disruption and alternate solutions;

- Welcoming feedback from persons with disabilities through multiple communication channels (email, phone, fax or mail) by posting our policy and Feedback Process on our website; and
- Reporting compliance with the customer service standard on the Accessibility Compliance Reporting tool at ServiceOntario's One-Source for Business website.

**Required legislative compliance : January 1, 2012**

**Implemented: December 15, 2011 with policy update December 21, 2015**

### **Integrated Accessibility Standards Regulations**

#### **1. General Standards**

Since 2014, Jeffery's Greenhouses has complied with the Integrated Accessibility Standards and will continue to comply with the IASR.

##### **Actions Taken:**

- Developed an Integrated Accessibility Standards Policy and posted it on the company website and company intranet site;
- Developed a Multi-Year Accessibility Plan which was posted on the company website and intranet site
- Implemented the Multi-Year Accessibility Plan and reviewing the completion status
- Implemented AODA Awareness training (accessforward.ca training modules), Jeffery's Greenhouses Integrated Accessibility Standards training and training on the Human Rights Code as it pertains to persons with disabilities.

**Required legislative compliance: January 1, 2014**

**Implemented: Policy on January 1, 2014 (and updated Jan 2017), multi-year plan completed Jan 31, 2014**

#### **2. Information and Communication Standards**

Jeffery's Greenhouses is committed to making company information and communications accessible to persons with disabilities.

##### **Actions Taken:**

- Feedback process for customers established and posted to Jeffery's website, [www.jefferysgreenhouses.com](http://www.jefferysgreenhouses.com) under the Accessible Customer Service standard
- Accessible Customer Service standard updated on the Jeffery's website to include a process for requesting accessible formats and communications supports by directing the user to the Contact US menu to call or email their request for accessible formats.

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- Jeffery's Greenhouses employee handbook updated to include any requests for accessible formats or communication supports related to employment to be directed to the Human Resources manager.

**Required legislative compliance: January 1, 2016**

**Implemented: Website updated for feedback/requests for accessible formats/communication supports on December 21, 2015; Employee Handbook updated December 28, 2015**

### **3. Accessible Websites and Web Content**

Jeffery's Greenhouses is committed to make our websites and content meet AODA and WCAG 2.0 guidelines to improve accessibility.

#### **Actions Taken:**

- Jeffery's Greenhouses existing website and web content was modified to WCAG 2.0 Level AA, except for the exclusions set out in the IASR

#### **Planned Action:**

- Ensure that any future development of next generation platform for public websites and mobile applications, meet AODA Information and Communication Standards.

**Required legislative compliance: January 1, 2014 WCAG 2.0 Level A - all new internet websites and web content, January 1, 2021 – WCAG 2.0 Level AA – all internet websites and web content, except for exclusions set out in the IASR**

**Implemented: March 14, 2018 website modified to WCAG 2.0 Level AA guidelines**

### **4. Employment Standards**

Jeffery's Greenhouses is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

#### **Actions Taken:**

- A standard "Accommodation" statement is included on all job postings specifying that accommodation is available for applicants with disabilities.
- Human Resources includes availability of accommodation notice as part of the script in the scheduling of an interview and/assessment. If selected applicant requests an accommodation, Human Resources consults with the applicant and arranges for provision of suitable accommodations in a manner that considers the applicant's accessibility needs due to disability working off an accommodation form.
- Our Accessible Employment Practices are also posted on our website under the Employment menu where employment openings are advertised.
- When making offers of employment, Human Resources will notify the successful applicant of its policies for accommodating employees with disabilities.

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- At orientation, the Employee Handbook is reviewed which includes the company's accommodation policies as well as the need for an individualized workplace emergency response plan for those employees who have a disability. A template has been created to assist in developing and documenting the plan.
- The Employee Handbook has been distributed to all employee's and it includes information on the process for requesting accessible formats and communication supports as well as the process for requesting job accommodations that consider the employee's accessibility needs due to disability. A template has been developed to assist in developing and document any job accommodation plan.
- Semi-annual employee health and safety sessions are conducted, and employees are reminded of our accessibility policies including job accommodation.
- Our health and safety policy manual includes a detailed written policy and standard process for employees who have been absent from work due to a disability/work related injury and require disability-related accommodations to return-to-work, as well as a template for documenting the return-to-work plan.
- Human resources policy considers the accessibility needs of employees with disabilities when assessing performance, managing career development and advancement, and redeploying employees with disabilities.

**Required legislative compliance: January 1, 2016**

**Implemented: January 1, 2016**

### **5. Design of Public Spaces**

Jeffery's Greenhouses is committed to designing public spaces that are free from barriers and accessible to members of the public when undertaking new construction or planned significant alterations. Public spaces include outdoor paths of travel like sidewalks, ramps and stairs; accessible off street parking; and reception office areas.

#### **Actions Taken:**

- The slight ramp at the front office reception door was removed when the parking lot was paved in 2008, so there are no longer access issues.

#### **Planned Actions :**

- In accordance with IASR, we will add one wheelchair accessible parking space at each of our locations when the parking lots are are paved.

**Required legislative compliance: January 1, 2016**

**Implemented: January 1, 2016**