



# QP5-005 Multi-Year Accessibility Plan (AODA)

## Intent

This accessibility plan outlines the strategy of Bradford Greenhouses Limited and its subsidiaries (BGHL) to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005.* 

## Statement of Commitment

BGHL is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

## Multi-year Accessibility Plan

This plan is in effect from December 1, 2023 to November 30, 2028.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact the Human Resources Manager by email, hr@bghl.ca.

### **Completed Initiatives**

Bradford Greenhouses Limited has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

#### Information and Communication Standards

- BGHL's website (www.bradfordgreenhouses.com) has been updated with an accessibility app (widget) that can be used to adjust the website to improve accessibility.
- other

#### **Employment Standards**

- BGHL is committed to ensuring that our recruitment and assessment processes are fair and accessible.
- All supervisors and management who are involved in hiring are required to complete AODA and Human Rights training.

#### Bradford Greenhouses Ltd.

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• Job postings are available in other formats (other than digital) upon request for persons with disabilities.

#### Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- BGHL public facilities have been designed with an open-concept plan, including but not limited to automatic doors, level entranceways (no steps), and wide walkways throughout the buildings.
- Public washrooms in all BGHL facilities have been updated to include accessible washroom facilities.

#### **Customer Service Standards**

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis.
- Persons with disabilities may use assistive devices and /or support persons in the access of goods or services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- BGHL employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.
- A process has been established to encourage feedback regarding BGHL's customer service standards which are monitored on a daily/weekly basis by the customer satisfaction survey, accessible to the public on our website and by a QR-code printed on our retail receipts. When requested, a printed copy is available.
- BGHL employees are encouraged to provide feedback on customer service standards through the employee suggestion survey through a QR code posted in their respective lunchroom, or by completing the customer satisfaction survey.

#### New and Ongoing Initiatives

Bradford Greenhouses Limited plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

#### Information and Communication Standards

- In accordance with IASR and in compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, Level AA, BGHL continues to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Utilize external sources and timeframes for formatting to alternative formats that is not feasible to do in-house (i.e., captioning, video-description and conversion to Braille or audio and any other formatting).

#### **Employment Standards**

• BGHL will accommodate people with disabilities throughout all phases of the employment relationship.

- Inform employees of policies supporting employees with disabilities and provide updated information on accommodation policies to employees when they occur.
- BGHL is committed to providing documented individual accommodation plans that include:
  - Participation of the employee requiring the individual accommodation plan.
  - Requesting outside medical evaluation, to the extent necessary, to determine if accommodation can be achieved and how.
  - Ensuring a high level of privacy is achieved, and that information is only disclosed to individuals as necessary and in order to achieve accommodation needs of the person with the disability.
  - Providing regular review, updates and communications with the employee during the accommodation process.
  - Providing an employee with information if a request for accommodation is denied.
  - Providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
  - o If required, including individualized workplace emergency response information.

#### Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

• Construction on new and existing buildings approved by or planned by BGHL must consider and follow the most current legislation, regulations, and codes available, including the Integrated Accessibility Standards Regulation.

#### **Customer Service Standards**

- Training on AODA customer service standards every 2 years for existing employees and is mandatory for new employees as part of their onboarding.
- Completion of all training is tracked and recorded.
- The customer satisfaction service, reviews on social media sites and google, and employee feedback surveys are monitored on a daily/weekly basis, with a focus on addressing discrepancies, concerns, or needs of our customers, visitors, and employees.

#### **Accessibility Review**

BGHL discusses issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices at Joint Health and Safety meetings, and policy reviews conducted by BGHL's HR Manager.

For more information on this accessibility plan, please contact:

Human Resources <u>hr@bghl.ca</u> 705-725-9913 x1304