



## **ACCESSIBILITY PLAN AND POLICIES**

This 2014-21 accessibility plan outlines the policies and actions that Aldershot Greenhouses will put in place to improve opportunities for people with disabilities.

### ***Statement of Commitment***

Aldershot Greenhouses is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### ***Accessible Emergency Information***

Aldershot Greenhouses is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### ***Training***

Aldershot Greenhouses will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Aldershot Greenhouses will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- All current supervisors, salespersons, management, and office staff will be trained on Ontario's accessible laws by December, 2013.

- All new supervisors, salespersons, management and office staff will be trained within the first week of starting employment at Aldershot Greenhouses.
- All new employees will be given an Employment Handbook, which, along with our other policies, will outline AGL's policies and procedures as related to Ontario's Accessibility laws.

### ***Information and communications***

Aldershot Greenhouses is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Aldershot Greenhouses will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014:

- We will allow readers to be able to change the font size
- We will make our website user friendly and easily accessible

Aldershot Greenhouses will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- We will provide a telephone number, an email, and a mailing address for any concerns.

Aldershot Greenhouses will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- We will provide this information in a variety of ways, by request.

Aldershot Greenhouses will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- We will allow readers to be able to change the font size
- We will make our website user friendly and easily accessible

### ***Employment***

Aldershot Greenhouses is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Aldershot Greenhouses will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- We will, on our website, promote the fact we follow fair hiring practices.
- If an applicant requests accommodation, we will do so, as best suits their needs.

Aldershot Greenhouses will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- We will work with WSIB back to work specialists for those who have been injured on the job.
- We will have modified work available for those who are unable to perform their previous job.

We will ensure the accessibility needs of employees with disabilities needs are taken into account if Aldershot Greenhouses is using performance management, career development and redeployment processes.

Aldershot Greenhouses will strive to take steps to prevent and remove other accessibility barriers as identified.

- Concerns can be directed to the Human Resources person, either directly, via phone or email. Concerns will then be addressed.

### ***Design of Public Spaces***

Aldershot Greenhouses will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

In the event of a service disruption to accessible areas of public spaces, Aldershot Greenhouses will notify the public of the service disruption and alternatives available.

For more information on this accessibility plan, please contact Human Resources at:

- Phone: 289-208-1783
- Email: [hr@agl.ca](mailto:hr@agl.ca)

Accessible formats of this document are available free upon request from the Main Office, located at 1135 Gallagher Road, Burlington, ON, or via email at [hr@agl.ca](mailto:hr@agl.ca).