

Multi-Year Accessibility Plan

2019-2024

THIS DOCUMENT IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

Statement of Commitment

Statement of Organizational Accessibility Commitment

Highland Farms is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

Accessibility Standards for Customer Service Regulation

Highland Farms has been in compliance with the Accessible Customer Service Standards Regulation since 2012. We continue to ensure that in our day-to-day activities, we fulfill all the requirements of this

Regulation in keeping with the principles of dignity, independence, equality and integration. For example:

- Highland Farms ensures that all new staff receive training on the requirements of the Regulation, with particular emphasis on how to serve and communicate with all people
- We welcome feedback in person, by mail or email, by telephone and by fax. The public is also encouraged to provide feedback using the Highland Farms website.

Accessible Employment Standards Regulation

Highland Farms meets the requirements of the Accessible Employment Standards within the IASR.

We provide:

- Individualized workplace emergency response information to employees who have a disability.
- Notification to its employees and the public about the availability of accommodations for applicants with disabilities during the interview process.
- Notification to successful applicants of its policies for accommodating employees with disabilities when offering employment. This notice will be included when the job is offered to the successful applicant.
- Information to all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations. Information will be provided through newsletters, staff memos, email and staff meetings. (New employees will receive this information during the on-boarding process)
- A written process for the development of documented individual accommodation plans for employees with disabilities.

- Information whenever there is a change to existing policies on the provision of job accommodations.
- Privacy regarding accommodation needs.
- Consultation with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their job effectively.
- Accommodations where needed when an employee returns to work. (Accommodation Policy-Temporary)

Accessible Information and Communications Standard

Feedback:

Our feedback processes are accessible to persons with disabilities through the provision of accessible formats and communication supports on request. Highland Farms also notifies the public about the availability of accessible formats and communication supports.

- Highland Farms and its other lines of business accepts feedback through its website and those other means as required.
- Alternate formats are available on request for all feedback forms.

Design of Public Spaces Standard

When building new or making major changes to existing public spaces larger organizations like Highland Farms must meet applicable requirements under Section 80 of the IASR related to public spaces for exterior paths of travel, accessible parking, obtaining information, and maintenance of accessible public spaces.

Meeting our Accessibility Commitment Going Forward

Introducing the Highland Farms Five-Year Accessibility Plan

There are no new requirements for the coming five year period, however some existing requirements will be monitored to ensure compliance as processes and procedures change.

Self Service Kiosks:

Highland Farms will have regard to accessibility for persons with disabilities when designing, procuring or acquiring self service kiosks.

Accessible Websites and Web Content:

Internet websites and web content on those sites conform to Web Content Accessibility Guidelines or WCAG at the 2.0A level and increase to Level AA by January 1, 2021.

- Web developers and web content providers have been trained on WCAG in relation to their duties.
- Internal expertise is being developed for on-going accessibility for all internet websites and content
- Plan for compliance to 2021 requirements.

Design of Public Spaces:

As current facilities are updated and as new facilities are built we will continue to use the Design of Public and current Ontario Building Code Accessibility requirements to increase accessibility in the built environment.

We Welcome Your Feedback

Contact Us:

Call us at **905-501-9545**

Visit our website www.highlandfarms.ca/