

## Ontario Plants Propagation Limited Accessibility Plan

### Purpose:

The purpose of this plan is to meet the current legislative requirements in establishing policies, procedures and practices that ensure Ontario Plants is an organization that is accessible to Ontarians with disabilities.

### Scope:

This plan covers the steps and actions that OPPL will take to develop, train and comply with the relevant standards that apply to our organization. These include the Customer Service, Information and Communication, and Employment Standards.

Accessibility Requirement			
	Individual Responsible	Ministry Due Date	Results
Establishment of accessibility plan and training: <ul style="list-style-type: none"> <li>• Instructions on how to interact and communicate with customers with various types of disabilities;</li> <li>• Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person;</li> <li>• Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities;</li> <li>• Instructions on what to do if a customer with a disability is having difficulty accessing your services;</li> <li>• Policies, procedures and practices surrounding the legislation.</li> </ul>	HR Manager	Jan 1, 2012	Complete

<p>Training</p> <ul style="list-style-type: none"> <li>• All employees person who provide goods, services or facilities on behalf of the organization; and</li> <li>• All persons who participate in developing the organization's policies.</li> <li>• Provision of goods and services to persons with disabilities;</li> <li>• The use of assistive devices;</li> <li>• The use of guide dogs, service animals and service dogs;</li> <li>• The use of support persons;</li> <li>• Notice of service disruptions;</li> <li>• Customer feedback;</li> <li>• Training;</li> <li>• Notice of availability and format of documents.</li> </ul>		Jan 1, 2012	Complete
<p>Feedback Process</p> <ul style="list-style-type: none"> <li>• 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 communication supports, upon request</li> <li>• Notification to the public about the availability of accessible formats and communication supports is required.</li> </ul>		Jan 1, 2012	Complete
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> <li>• Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> <li>○ In a timely manner that takes into account the person's accessibility needs;</li> <li>○ At a cost that is no more that the regular cost charged to other persons.</li> </ul> </li> <li>• The organization will consult with the person making the request to determine the suitability of an accessible format or communication support</li> </ul>		Jan 1, 2012	Complete

<p>Accessibility Plans</p> <ul style="list-style-type: none"> <li>Establish, implement, maintain and document a multi-year accessibility plan</li> </ul>		Jan 1, 2014	Complete
<p>Training</p> <ul style="list-style-type: none"> <li>Accessibility for Ontarians with Disabilities Act, 2005;</li> <li>Accessibility Standards for Customer Service, Ontario Regulation 429/07.</li> </ul>		Jan 1, 2014, Jan 1, 2015	Complete
<p>All websites and web content</p> <ul style="list-style-type: none"> <li>Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially;</li> <li>Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule.</li> </ul>		Jan 1, 2014	Complete
<p>Recruitment:</p> <ul style="list-style-type: none"> <li>Notification about available policies and accommodation for applicants with disabilities</li> <li>Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability</li> </ul>		Jan 1, 2016	completed
<p>Informing employees of supports</p> <ul style="list-style-type: none"> <li>Inform all employees of policies used to support employees with disabilities</li> <li>Provide new employees the information</li> <li>Provide updated information to employees whenever there is a change to an existing policy on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> </ul>		Jan 1, 2016	completed
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> <li>Information to perform their job</li> <li>Information that is generally available to employees in the workplace</li> </ul>		Jan 1, 2016	Completed

<p>Workplace emergency response information</p> <ul style="list-style-type: none"> <li>• If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee</li> <li>• Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.</li> </ul>		Jan 1, 2014	Completed
<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> <li>• Employees requesting individual accommodation plans may participate in the development of the plan;</li> <li>• Means by which the employee is assessed on an individual basis;</li> <li>• The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved</li> <li>• Privacy protection of the employee's personal information</li> <li>• Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done</li> <li>• If a plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>• Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability</li> </ul>		Jan 1, 2016	Completed
<p>Return to Work Process</p> <ul style="list-style-type: none"> <li>• Develop and have in place a return to work process</li> <li>• 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</li> </ul>		Jan 1, 2016	Completed

• Use documented individual accommodation plans			
Performance Management		Jan 1, 2016	Completed
Career Development and Advancement		Jan 1, 2016	Completed
Redeployment		Jan 1, 2016	Completed