

## **Accessibility Policy and Multi-Year Accessibility Plan**

Exeter Produce and Veri Hydroponics are 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 and will do so in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disability Act. As an employer, Exeter Produce and Veri Hydroponics will uphold these standards and will continue to work toward creating a fully accessible workplace.

### Accessibility Plan for 2017 through 2021

Exeter Produce and Veri Hydroponics will follow the below plan which outlines the policies and actions that will be put in place to improve opportunities for individuals with disabilities. In accordance with the Integrated Accessibility Standard, we will review and update the Plan to meet the requirements under the Act.

#### A. Accessible Emergency Information and Procedures

We are committed to providing individualized emergency response information in an accessible way upon request.

#### B. Training

We will provide training regarding accessibility laws and the Human Rights Code to all employees and volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures for the company.

#### C. Information and Communication

We are committed to meeting the communication needs of individuals with disabilities. We will consult with individuals with disabilities to determine their information and communication needs.

#### Website Requirements

We will ensure that new web content will comply with the WCAG 2.0 Level AA by January 1, 2021.

#### Feedback Process

We will ensure that all feedback processes are accessible to individuals with disabilities. Upon request, the company will provide for the provision of accessible formats and communications support.

#### D. Employment

We are committed to fair and accessible employment practices. By January 1, 2018, we will establish the necessary policies and processes to meet the IAS standards.

#### Informing Employees of Support

We will establish processes to inform employees, new and existing, of our accessible employment practices, including policies on providing job accommodations that take into account an employee's accessibility needs due to disability.

## **Recruitment**

We will establish processes on notifying employees and the public about the availability of accommodation through the recruitment process, as well as for all assessments and selection tools. Additionally, the company will include communication of policies regarding accommodation of employees with disabilities to all successful candidates during the offer stage.

## **Communication Support**

We will provide all employment-related information in accessible formats. We will consult with individuals with disabilities to determine their information and communication needs to help provide information that is required for the individual to perform his/her job.

## **Workplace Emergency Response Information**

We will continue to provide individual workplace emergency response information to employees who have a disability.

## **Accommodation Plans**

We will establish a policy to document individualized accommodation plans.

## **Performance Management, Career Development and Redeployment**

We will ensure that our performance management, career development and redeployment processes take into account the accessibility needs of employees with disabilities and their individual accommodation plans.

## **Return to Work Process**

We will continue to support the return to work policies and processes for our employees that have been absent from work due to a disability and require disability-related accommodations in order to return to work.

## **For More Information**

Exeter Produce and Veri Hydroponics  
149A Thames Road West Exeter, ON N0M 1S3 Canada  
Phone: (519) 235-0141

## **Accessible Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

Exeter Produce and Veri Hydroponics are committed to excellence in serving all customers including people with disabilities.

#### **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

#### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons. We will notify customers of this by posting a notice in the following locations:

- Reception
- Company Website

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Exeter Produce and Veri Hydroponics will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities, if available.

The notice will be made publicly available in reception and on our website.

#### **Training**

Exeter Produce and Veri Hydroponics will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

**Individuals in the following positions will be trained:**

- Reception

Staff will be trained on Accessible Customer Service within one week after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
- Exeter Produce's and Veri Hydroponics' plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Exeter Produce's and Veri Hydroponics' goods and services.

Staff will also be trained when changes are made to our accessible customer service plan.

**Feedback Process**

Customers who wish to provide feedback on the way Exeter Produce and Veri Hydroponics provides goods and services to people with disabilities can provide feedback in the following ways:

- Website
- Telephone
- Mail

All feedback, including complaints, will be handled in the following manner:

Customers can expect to hear back within 2 business days according to our regular complaint management procedures.

**Notice of Availability**

Exeter Produce and Veri Hydroponics will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations:

- Reception
- Company website

**Modification to this or other Policies**

Any policy, practice or procedure of Exeter Produce and Veri Hydroponics that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.