



Accessibility Policy & Multi Year Accessibility Plan
Accessibility for Ontarians With Disabilities Act, 2005 (AODA)
Customer Service & Integrated Accessibility Standards

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1. Purpose/Background Information

The *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") develops, implements, and enforces accessibility standards with the aim of achieving accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises.

Under the AODA, Ontario Regulation 191/11 - Integrated Accessibility Standards (the "IAS") came into force on July 1, 2011. The IAS establishes accessibility standards specific to information and communications, employment, transportation, and the design of public spaces for public and private sector organizations that provide goods, services or facilities to the public or other third parties.

Effective January 1, 2014, large employers in Ontario, including Mother Parkers are required to prepare an Accessibility Policy and a Multi-Year Accessibility Plan to be in compliance with the AODA and the IAS.

This policy reflects Mother Parkers' commitment under the AODA and IAS to persons with disabilities.

2. Application and Scope

This Policy is made pursuant to the requirements of the AODA and the IAS. It addresses how Mother Parkers achieves its accessibility obligations. It provides the overall strategic direction that will be followed to meet the accessibility needs of persons with disabilities.

This Policy applies to all employees; all persons who participate in developing Mother Parkers' policies; and all other persons who provide access to goods, services or facilities on behalf of Mother Parkers.

Mother Parkers commitment to persons with disabilities spans the breadth of its operations.

3. Definitions

- (a) **Accessible Formats:** May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- (b) **Communications:** The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- (c) **Communication Supports:** May include, but are not limited to, captioning, alternative and augmentative Communication Supports, plain language, sign language and other supports that facilitate effective communications.
- (d) **Disability:** Disability is defined as:
 - (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- (ii) a condition of mental impairment or a developmental disability,
 - (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - (iv) a mental disorder, or
 - (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- (e) **Kiosk:** An interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.
- (f) **Web Content Accessibility Guidelines (WCAG):** World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0".

4. Statement of Commitment

Mother Parkers is committed to excellence in serving its customers, vendors, contractors and others who access its facilities, goods and services, including people with disabilities. Mother Parkers is committed to providing access to our facilities, goods and services in a manner that is consistent with these values in order to ensure that people with disabilities may obtain, use or benefit from our goods and services equally.

Mother Parkers is committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility in customer service, information and communication, employment, the built environment and transportation, where applicable. Mother Parkers is committed to meeting the requirements of applicable legislation, including the *AODA*, the *IAS* and the *Human Rights Code*.

5. General Provisions

(a) Multi-Year Accessibility Plan

Mother Parkers will establish, implement, maintain and update a Multi-Year Accessibility Plan which outlines the organization's strategy to prevent and remove barriers and meet requirements under the *IAS*. The Multi-Year Plan will be reviewed and updated once every five years.

A copy of the Multi-Year Accessibility Plan is attached hereto as Schedule "A".

(b) Procurement of Goods

Mother Parkers shall incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. In the event it is not practicable to do so, an explanation will be provided upon request.

Mother Parkers shall incorporate accessibility features when designing, procuring, or acquiring self-service kiosks.

(c) Training

Mother Parkers will ensure that training is provided as required by the IAS. The content of the training will include the requirements of the accessibility standards referred to in the IAS and the *Human Rights Code* as it pertains to persons with disabilities. The training provided shall be appropriate to the duties and needs of those being trained.

Training will be provided as soon as practicable, as well as on an ongoing basis if changes to this Policy occur. Mother Parkers will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. Materials used in training will be provided in an Accessible Format upon request.

6. Customer Service

Mother Parkers is committed to excellence in serving all customers including people with disabilities.

(a) Assistive Devices

We will ensure that our staff is trained on and familiar with various assistive devices that may be used by customers with disabilities while accessing our premises.

(b) Communication

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

(c) 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. As we are in the business of manufacturing and processing food product, service animals may not be permitted in certain areas of our facilities and laboratories.

(d) 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.

(e) Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, such as accessible washrooms and entrance doors, we 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 or services, if available. This notice will be placed at the affected areas.

(f) Training for Staff

Mother Parkers will provide training to employees and others who deal with the public or other third parties on their behalf.

The training will be provided to staff within the first month of employment.

Training will include:

- An overview of the Ontario Human Rights Code as it pertains to persons with disabilities.
- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- Mother Parkers' plan related to the customer service standard.
- How to interact and communicate with people of 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 a support person.
- What to do if a person with a disability is having difficulty in accessing Mother Parkers' property.

Staff will also be trained when changes to the plan are made.

(g) Feedback Process

Mother Parkers has processes in place for receiving and responding to feedback and will ensure that these processes are provided in Accessible Formats and with Communication Supports, upon request. Further information about feedback processes is found at the end of this Policy.

7. Information and Communications Standards

Mother Parkers is committed to meeting the communication needs of persons with disabilities in accordance with the IAS and will notify the public about the availability of Accessible Formats and Communication Supports as required.

Upon request, Mother Parkers will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons, if any.

(a) Feedback

Mother Parkers has processes in place for receiving and responding to feedback and will ensure that these processes are provided in Accessible Formats and with Communication Supports, upon request. Further information about feedback processes is found at the end of this Policy.

(b) Emergency Information

Where Mother Parkers prepares emergency procedures, plans or public safety information and makes such information available to the public, Mother Parkers shall provide the information in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.

(c) Accessible Website and Web Content

Mother Parkers shall produce new internet website and web content in conformity with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) as required by the IAS.

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8. Employment Standards

Mother Parkers is committed to fair and accessible employment practices and policies. The IAS Employment Standards outline requirements for the accommodation of persons with disabilities in the employment context. The IAS Employment Standards cover the entire breadth of the employment relationship from recruitment processes through to the conclusion of employment with Mother Parkers.

(a) Recruitment

Mother Parkers shall notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Specifically, Mother Parkers shall:

- notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations (including Accessible Formats and Communication Supports) are available upon request in relation to the materials or processes to be used;
- if a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs;
- notify successful applicants of the policies for accommodating employees with disabilities when making offers of employment.

(b) Informing Employees of Supports

Mother Parkers shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of workplace accommodations that take into account an employee's accessibility needs.

This information shall be provided to new employees after they begin their employment and shall be updated for all employees whenever there is a change to the existing policies.

(c) Accessible Formats and Communication Supports for Employees

Upon request by an employee with a disability, Mother Parkers shall consult with the employee to provide or arrange for the provision of suitable Accessible Formats and Communication Supports for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace.

(d) Workplace Emergency Response Information

Mother Parkers shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. Mother Parkers shall provide the information as soon as practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, Mother Parkers shall provide the workplace
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emergency response information to the person designated by the employer to provide assistance to the employee.

Mother Parkers shall review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization,
- when overall accommodation needs or plans are reviewed, and
- when the employer reviews its general emergency response policies.

(e) Documented Individual Accommodation Plans

Mother Parkers shall develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. The process shall include the following elements:

- the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- the means by which the employee is assessed on an individual basis;
- the manner in which Mother Parkers may request an evaluation by an outside medical or other expert, at Mother Parkers expense, to assist with determining if accommodation can be achieved and, if so, how to achieve accommodation;
- the manner in which the employee can request the participation of a representative from their bargaining agent, where represented, or other representative from the workplace where the employee is not represented by a bargaining agent;
- the steps taken to protect the privacy of the employee's personal information;
- the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- if an individual accommodation plan is denied, the manner in which the reasons for the denial are to be provided to the employee;
- the means of providing the accommodation plan in a format that takes into account the employee's accessibility needs;

Individual accommodation plans shall, if requested, include any information regarding Accessible Formats and Communication Supports provided; if requested, include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

(f) Return-to-Work Process

Mother Parkers shall have in place a documented return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. The process shall outline the steps Mother Parkers will take to facilitate the return-to-work of employees absent due to disability and include documented individual accommodation plans.

(g) Performance Management, Career Development and Advancement, Redeployment

Mother Parkers shall take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement ; and
- Using redeployment.

9. Transportation Standards

Not applicable.

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

Mother Parkers is committed to designing public spaces that are free from barriers and are accessible to all persons we serve. Mother Parkers will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped.

Feedback and Questions?

If you have any questions about this Policy, or our accessibility initiatives please let us know. Feedback on this Policy and the company's accessibility measures is welcomed by Mother Parkers. Feedback can be provided through various means and in various forms.

If you have questions, concerns or comments about Mother Parkers' Accessibility Policy and/or Accessibility Plan, please contact:

Name: Mike Bate

Tel: 905-273-2418

Email: mjbate@mother-parker.com

All feedback received will be reviewed within a reasonable time period and Mother Parkers will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with Mother Parkers' complaints process.

Copies

Copies of this Policy and any associated procedures are available upon request and in various Accessible Formats.

Reference

Accessibility for Ontarians with Disabilities Act, 2005

Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005* (Integrated Accessibility Standards)

Appendix "A"

Multi-Year Accessibility Plan

Action	Compliance Date	Responsibility	Timeline / Status
<p><i>Accessibility Policies & Multi-year plan</i></p> <ul style="list-style-type: none"> • <i>Develop and implement policy & plan</i> • <i>Review and update, at least every 5 years</i> • <i>Make policy and plan available on website</i> 	<p><i>January 1, 2014</i></p>	<p><i>Human Resources</i></p>	<p><i>Complete</i></p>
<p><i>Training</i></p> <ul style="list-style-type: none"> • <i>Develop and implement appropriate training materials</i> • <i>Keep record of dates of training and individuals who received the training</i> 	<p><i>January 1, 2015</i></p>	<p><i>Human Resources</i></p>	<p><i>Ongoing</i></p>
<p><i>Customer Service Standard</i></p> <ul style="list-style-type: none"> • <i>Develop policy</i> • <i>Post on website</i> • <i>Develop and implement training</i> 	<p><i>January 1, 2012</i></p>	<p><i>Human Resources</i></p>	<p><i>Complete</i></p>
<p><i>Information & Communication</i></p> <ul style="list-style-type: none"> • <i>Ensure processes of receiving and responding to feedback are available in accessible formats, upon request</i> • <i>Complaints that arise through the feedback process will be dealt with in a timely manner</i> 	<p><i>January 1, 2015</i></p>	<p><i>Human Resources</i></p>	<p><i>ongoing</i></p>
<p><i>Accessible Websites & Web Content</i></p> <ul style="list-style-type: none"> • <i>Websites and web</i> 	<p><i>January 1, 2014 - WCAG 2.0 Level A</i> <i>January 1, 2021 -</i></p>	<p><i>Marketing</i></p>	<p><i>Ongoing</i></p>

<p><i>content has been assessed and evaluated for accessibility</i></p> <ul style="list-style-type: none"> <i>New website refresh in 2015 will meet accessibility guidelines</i> 	<p><i>WCAG 2.0 Level AA</i></p>		
<p><i>Emergency Response Information</i></p> <ul style="list-style-type: none"> <i>Emergency procedures, plans or public safety information will be made available in accessible formats or with appropriate communication supports, upon request.</i> 	<p><i>January 1, 2012</i></p>	<p><i>Health & Safety</i></p>	<p><i>Complete</i></p>
<p><i>Recruitment</i></p> <ul style="list-style-type: none"> <i>Employees and the public will be notified about the availability of accommodation for applicants with disabilities in the recruitment and hiring processes</i> 	<p><i>January 1, 2016</i></p>	<p><i>Human Resources</i></p>	<p><i>Ongoing</i></p>
<p><i>Workplace Emergency Response</i></p> <ul style="list-style-type: none"> <i>Provide individualized workplace emergency response plans</i> 	<p><i>January 1, 2012</i></p>	<p><i>Human Resources/Health & Safety</i></p>	<p><i>Complete</i></p>
<p><i>Return to Work Process</i></p> <ul style="list-style-type: none"> <i>Develop a documented return to work process for employees who have been absent from work due to disability and require accommodation to return to work.</i> 	<p><i>January 1, 2016</i></p>	<p><i>Human Resources/Health & Safety</i></p>	<p><i>Complete</i></p>
<p><i>Performance Management, Career Development and Redeployment</i></p> <ul style="list-style-type: none"> <i>Accessibility needs</i> 	<p><i>January 1, 2016</i></p>	<p><i>Human Resources</i></p>	<p><i>Ongoing</i></p>

<i>and/or accommodation will be taken into account in performance, career development and redeployment programs.</i>			
<i>Built Environment</i> <ul style="list-style-type: none"><i>• Newly constructed or redeveloped public spaces will be free from barriers and will be accessible to all persons</i><i>• Physical alterations to premises will be reviewed for potential barriers.</i>	<i>January 1, 2017</i>	<i>Operations</i>	<i>Ongoing</i>