



420 Essex Rd. Leamington ON
N8H 3V8
Office# 519-326-8808 Fax# 226-526-9537
www.ruthvengreenhouse.com

Multi Year Accessibility Plan

I. Statement of Commitment

Ruthven Greenhouse Construction Ltd. Is committed to ensuring equal access and participation for everyone in a way that allows them to live with respect and maintain their dignity and independence.

We believe in integration, inclusion, and equal opportunity. We are committed to meeting the needs of people living with disabilities in a timely manner and will do so by removing and preventing barriers to accessibility and meeting accessibility requirements as they relate to *the Accessibility for Ontarians with Disabilities Act (AODA)*.

Ruthven Greenhouse Construction Is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Ruthven Greenhouse Construction understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Our policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

II. Establish Accessibility Policies and Plans

Ruthven Greenhouse Construction will:

- Develop, implement, and maintain a policy or policies governing how the organization will achieve accessibility.
- Establish, implement, and maintain Multi-Year Accessibility Plan
- Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the policy(ies) and Multi-Year Accessibility Plan available to the public in accessible formats upon request



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III. Training

Ruthven Greenhouse Construction will provide training to all staff and employees on applicable accessibility standards and aspects of the Ontario Human Rights Code that relate to persons living with disabilities.

In additions, we will train:

- All persons who participate in developing the organization's policies and procedures:

Training includes:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- Our policies related to the Customer Services
- 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, services, or facilities to people with disabilities. These include:
- What to do if a person with a disability is having difficulty in accessing our Ruthven Greenhouse Construction goods, services, or facilities.

We train staff as soon as any changes are made to the policies.

Records of the training, including dates and the number of individuals in attendance will be maintained in accordance with AODA.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with the disability can access our facility.



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Information and Communication

We will communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization in accessible formats.

Service Animals

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

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, and facilities:

- Due to Food Safety regulations, animals are prohibited in the greenhouse. If a customer needs to have a service animal, we will provide a suitable replacement for that person.

Support Person

If a person with a disability is accompanied by a support person, they will be allowed to have the person accompany them on our premises.

We will notify customers of this by posting a notice in the following location (s).

- Main Office

In certain circumstances, Ruthven Greenhouse Construction might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before deciding, Ruthven Greenhouse Construction will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence



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- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If Ruthven Greenhouse Construction determines that a support person is required, there will be no fee for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Ruthven Greenhouse Construction 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.

Services/ Facilities include:

- Power Outage

This notice will be made publicly available in the following ways:

- Written or verbal communication in the Main Office

Employment

Ruthven Greenhouse Construction Is committed to fair and accessible employment practices.

Ruthven Greenhouse Construction will accommodate people living with disabilities during the recruitment, assessment and hiring processes and during employment. Job postings will inform prospective applicants that accommodation is available in the hiring process. Offers of employment will notify successful applicants of Ruthven Greenhouse Construction policies for accommodating employees with disabilities when making offers of employment.

We will notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.



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We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Emergency Procedures, Plans or Public Safety Information

Emergency Procedures are available in an accessible format or with appropriate communication supports as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

Feedback

Ruthven Greenhouse Construction welcomes feedback on the accessibility of our goods and services. Customer feedback will help us identify barriers and respond to concerns.

If you have any questions or wish to provide feedback, our office is open Monday through Friday from 8:00 a.m. to 5:00 p.m. (excluding Holidays).

Feedback may be provided in the following ways:

- You can call HR at 519-326-8808
- You can email HR at nettie@vinefreshacres.ca

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

- Feedback will be directed to General Manager and/or HR
- Customers can expect to hear back in 7-14 days

Ruthven Greenhouse Construction will make every effort to make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.



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Notice of Availability of Documents

Ruthven Greenhouse Construction will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/Way(s)

- In the Main Office

Ruthven Greenhouse Construction will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.