



# Integrated Accessibility Standards Policy

## Information and Communications, Employment

### Introduction

Maple Lodge Farms Ltd., inclusive of all its affiliates (collectively “Maple Lodge Farms”), fully supports the inclusion of persons with disabilities in all of its operations. In accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Ontario Human Rights Code*, Maple Lodge Farms strives to conduct its business in a way that is accessible, inclusive and responsive to the needs of persons with disabilities.

The purpose of this Policy is to describe Maple Lodge Farm’s commitment to achieving accessibility through compliance with AODA and, in particular, the *Integrated Accessibility Standard Regulation* (“IASR”). This policy identifies what Maple Lodge Farms will do in order to achieve accessibility as an organization.

### Commitment Statement

Maple Lodge Farms is committed to meeting the accessibility needs of persons with disabilities in an effective and timely manner by preventing and removing barriers for persons with disabilities in accordance with the requirements of the AODA, the IASR and the Code.

### Requirements

This policy is posted on Maple Lodge Farms’ website in an accessible format. Upon request, Maple Lodge Farms will provide a copy of this document in an alternative accessible format.

### Multi-Year Accessibility Plan

Maple Lodge Farms has developed and will maintain a Multi-Year Accessibility Plan that meets its requirements under the IASR. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years.

## **Self-service Kiosks**

If Maple Lodge Farms acquires self-service kiosks in the future, we will follow the accessibility guidelines to ensure that the kiosks incorporate appropriate accessibility features.

## **Training**

Maple Lodge Farms Ltd. will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Applicable employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. The training provided will take into consideration and be appropriate to the duties of those receiving the training.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

**Feedback:** Maple Lodge Farms will continue to ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.

Maple Lodge Farms will advise the public about the availability of accessible formats and communication supports with respect to its feedback processes through a notification on the Maple Lodge Farms website.

**Accessible formats and communication supports:** Upon request, Maple Lodge Farms will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs due to disability and (if applicable) at a cost that is no more than the regular cost charged to other persons.

Maple Lodge Farms will consult with the person making the request for an accessible format or communication supports when determining the suitability of an accessible format or communication supports.

Maple Lodge Farms will continue to advise the public about the availability of accessible formats and communication supports with respect to its feedback processes on the Maple Lodge Farms website.

**Accessible websites and web content:** Maple Lodge Farms will ensure that its websites, including web content on such site, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, except where meeting the requirement(s) is not practicable.

## **EMPLOYMENT STANDARDS**

**Recruitment:** In our recruitment processes, Maple Lodge Farms will advise employees and the public about the availability of accommodation for applicants with disabilities.

**Recruitment, Assessment or Selection Process:** Maple Lodge Farms will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

If a selected job applicant requests accommodation relating to their participation in the hiring process, Maple Lodge Farms will consult with the individual and provide or arrange for the provision of suitable accommodation that takes into account the applicant's disability-related needs.

**Notice to Successful Applicants:** When making offers of employment, Maple Lodge Farms will notify successful applicants of our policies for accommodating employees with disabilities.

**Informing Employees of Supports:** We will notify our employees of Maple Lodge Farms' policies (and any updates where there is a change to those policies) for supporting employees with disabilities, including our policies regarding the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new hires as soon as practicable after they commence employment.

**Accessible Formats and Communication Supports for Employees:** If an employee with a disability asks for information in an accessible format or to receive communication supports, Maple Lodge Farms will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that the employee needs to perform his/her job, as well as information that is generally available to other employees.

In determining the suitability of an accessible format or communication supports, Maple Lodge Farms will consult with the employee making the request.

**Workplace Emergency Response Information:** Maple Lodge Farms will provide individualized workplace emergency response information to employees with disabilities where the disability is such that individualized information is necessary and Maple Lodge Farms is aware of the need for accommodation. Maple Lodge Farms will provide workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee's disability.

Where an employee who receives individualized workplace emergency response information requires assistance, Maple Lodge Farms will designate a person to provide assistance and, with the employee's consent, Maple Lodge Farms will provide the workplace emergency response information to such person.

Maple Lodge Farms will review individualized workplace emergency response information, at minimum, whenever:

- the employee moves to a different location within Maple Lodge Farms;
- the employee's overall accommodation needs or plans are reviewed; or
- Maple Lodge Farms reviews its general emergency response policies.

**Documented Individual Accommodation Plans:** Maple Lodge Farms will develop and maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. Additionally, the plans will include individualized workplace emergency response information (where required and in accordance with the Workplace Emergency Response Information Standard). Plans will also identify any other accommodation that is to be provided.

**Return to Work Process:** Maple Lodge Farms will develop and maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process will outline the steps that Maple Lodge Farms will take to facilitate the return to work and will include documented individual accommodation plans.

**Performance Management, Career Development and Advancement and Redeployment:** Maple Lodge Farms will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when redeploying employees.

**Questions about this policy:** This Integrated Accessibility Standards Policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. If anyone has a question about the Policy, or wishes to provide feedback on accessibility at Maple Lodge Farms please contact the Human Resources Department.