

## **Multi Year Accessibility Plan**

### ***Accessibility for Ontarians with Disabilities Act, 2005 (AODA)***

This 2021-2023 accessibility plan outlines the policies and actions that **Highline Produce Limited (Highline)** will put in place to improve opportunities for people with disabilities.

#### **Statement of Commitment**

Highline is 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 in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

#### Past Achievements to Remove and Prevent Barriers

Highline has taken the following initiatives to improve education and accessibility across our Ontario farms:

- Including as one of our Core Values that we embrace diversity and inclusion;
- Training all staff at orientation on the AODA and Customer Service Standard;
- Developing a policy on Human Rights and Accommodation;
- Reviewing our policy on Recruitment Practices and ensuring that it includes a statement on accommodation and accessibility, provided refresher training on this policy in August of 2020;
- Reviewing this Multi Year Accessibility Plan every 2-3 years and posting it on our website;
- Ensuring that we have a process in place for persons with disabilities to provide feedback;
- Ensuring we have a process in place to provide accessible formats and communication supports to persons with disabilities at no extra cost, upon request;
- Ensuring our job postings state that we will accommodate persons with disabilities; and
- Providing refresher training to staff when policies or practices change.

#### **Accessible Emergency Information**

Highline is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### **Training**

Highline will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Highline has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

- Identified all job positions requiring training on accessibility and customer service;
- Ongoing training of all staff on accessibility and customer service during orientation and having associates complete a quiz to ensure they understood; and
- Review training annually to ensure training has been completed as required.

In addition, Highline will provide refresher training to affected staff on the AODA, Customer Service Standard, and new Human Rights and Accommodation Policy in the first quarter of 2021 and will keep a record of the training provided.

### **Information and communication**

Highline is committed to meeting the communication needs of people with disabilities.

Highline is in the process of developing a new website and we are committed to ensuring that all websites and content conform with WCAG 2.0, Level AA when the website is launched.

### **Employment**

Highline is committed to fair and accessible employment practices. Highline takes the following steps to notify the public and staff that, when requested Highline will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Post this statement on the Highline website (jobs <http://www.highlinemushrooms.com/en/jobs.php>): “when requested Highline will accommodate people with disabilities during the recruitment and assessment processes and when people are hired”.
- Highline has put in place a process for developing individual accommodation plans and return-to-work policies for associates with a disability, in accordance with Policy S-P002-B Disability Management and Return to Work.
- Highline Policy H-P-025 Customer Service Policy – Providing Goods and Services to People with Disabilities, will be reviewed in November of each year and amended as required to ensure compliance with AODA requirements. Policy changes will be communicated via email or memo to affected staff.
- Highline’s Human Rights and Accommodation Policy will be reviewed annually and amended as required to ensure compliance with AODA requirements. Policy changes will be communicated via email or memo to affected staff.
- Highline’s Recruitment Practices Standard will be reviewed annually and amended as required to ensure compliance with AODA requirements. Policy changes will be communicated via email or memo to affected staff.

### **Design of Public Spaces**

Highline will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs and curb ramps.
- Service-related elements like service counters and waiting areas.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available in accordance with Policy H-P-025 (posting on public entrances and service counters).

### **For more information**

For more information on this accessibility plan, please contact the Policy and Communications Specialist at:

- Phone: (519)-791-9558; (519)-398-8300, ex. 3136
- Email: [kfair@highlineushrooms.com](mailto:kfair@highlineushrooms.com)

---

Accessible formats of this document are available free upon request. This includes a hard copy, large print and email format.