



Heeman's
Multi-Year Accessibility Plan
2014-21

Accessibility Plan and Policies for Heeman Greenhouses Ltd.

This 2014-21 accessibility plan outlines the policies and actions that Heeman's has put into place to improve opportunities for people with disabilities. Heeman's will maintain its multi-year accessibility plan and will update it regularly to reflect progress made towards full compliance and implementation of AODA standards by 2021.

Statement of Commitment

Heeman's 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.

Accessible Emergency Information

Heeman's is committed to providing our customers and employees with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

Training

Heeman's 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.

Heeman's will take the following steps necessary to ensure employees are provided with the training needed to meet Ontario's accessible laws.

- All new and existing staff and volunteers will have face to face training on customer service standards.
- All new and existing staff and volunteers will be trained when there is an update to the policy.
- A record of this training will be kept on file.

Kiosks

TERRA will consider accessibility of interactive electronic terminals to ensure the needs of people with disabilities are met when designing, procuring or acquiring self-service kiosks. Our Daisy Club and Solution Center kiosks are accessible and we have direct customer support from solution center staff to ensure there is access to the same information that is on the kiosks.

Information and Communications

Heeman's is committed to meeting the communication needs of people with disabilities. When providing information to or communicating with a person with a disability we will provide, on request, the information and communication in an accessible format or with communication support. We will consult with people with disabilities to determine their individual information and communication needs.

Heeman's is committed to ensuring all website and content conforms with WCAG standards and will move towards level AAA standards.

Employment

Our employment practices will include the notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information and plans. Our performance management

and career development process will take into account the accessibility needs of its employees with disabilities.

Heeman's is committed to fair and accessible employment practices and will notify the public and staff that when requested we will work to provide an individualized accommodation plan during the recruitment and assessment process. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange suitable accommodation in a manner that takes into account the individuals' accessibility needs.

Individual Accommodation Plans/Return to Work Process

Heeman's will develop and put into place a process for individual accommodation plans and return to work policies for employees that have been absent due to a disability by taking the following steps:

- The inclusion of the employee in the development of the plan through clear communication.
- Heeman's may request evaluation by an outside medical or other expert to aid in determining accommodation and/or how to achieve accommodation.
- The needs and functional abilities for the individual will be taken into account on a case by case basis.

Design of Public Spaces

Heeman's will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Notice of Temporary Disruption

In the event of a service disruption, we will notify the public of the

service disruption and alternatives available by clearly posting a notice which will include information regarding the reason for disruption, its anticipated duration, and a description of alternate facilities or services if available.

Heeman's will make every reasonable effort to provide prior notice where possible.

For More Information

For more information on this accessibility plan, or to request it in another format please direct your request to:

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