



MULTI-YEAR ACCESSIBILITY PLAN

Westbrook Greenhouses

Updated: December 7, 2023

STATEMENT OF ORGANIZATIONAL COMMITMENT

Westbrook Greenhouses Limited (“Westbrook”) is committed to:

- ensuring equal access and participation for people with disabilities, treating them in a manner that respects their dignity and independence and meeting their needs in a timely manner;
- meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination;
- removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws;
- achieving excellence in serving and providing goods and services to all customers including people with disabilities.

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

The following plan outlines how Westbrook will contribute to making Ontario an accessible province for all Ontarians.

ACCESSIBILITY PLAN

Westbrook has established a multi-year accessibility plan outlining our strategy to prevent and remove barriers for people with disabilities and to meet our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

This multi-year accessibility plan is posted on our company website and will be provided in an accessible format upon request.

Westbrook will review and update this plan at least once every five years.

TRAINING

Westbrook provides training to all employees regarding:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities and potential accommodations, including assistive devices, service animals and support persons
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

Westbrook provides this training to employees as part of the onboarding process, and on an ongoing basis when there are changes to related policies and procedures.

Westbrook maintains records of this training, including the dates the training was provided and the names/number of individuals trained.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods, services or 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 a disability can access our goods, services or facilities.

We ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

INFORMATION & COMMUNICATIONS

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request to determine the suitability of an accessible format or communication support. These may include, but are not limited to:

- accessible digital files
- large print
- text transcripts of visual or audition information
- writing/email/texting
- assistive listening devices
- reading aloud
- rephrasing in clear language
- alternative communication devices

If Westbrook determines that information or communications are unconvertible, the company shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Westbrook will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are permitted in all areas of our premises that are open to the public and third parties. If service animals are prohibited by law from any area of our business, we will explain why the animal is excluded and work with the customer to find an alternate way to provide access to our goods, services or facilities.

SUPPORT PERSONS

Westbrook will allow a person with a disability to be accompanied by a support person for their own health or safety, or the health or safety of others on the premises.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Westbrook will notify customers promptly, providing information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

FEEDBACK PROCESS

Westbrook welcomes feedback on how we provide accessible customer service to help us identify barriers and respond to concerns. We will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Feedback should be directed to the Human Resources department at:

Phone: 905-945-9611

Email: humanresources@westbrookgreenhouses.com

Mail: 4995 North Service Road

Lincoln, ON L3J 1J8

Attention: Human Resources

EMPLOYMENT

All job postings state that Westbrook is an equal opportunity employer and that we will provide accommodations upon request throughout the recruitment and selection process. If a request for accommodation during this process, we will consult with the individual confidentially to determine a suitable plan for accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

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

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account 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 in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information 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.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

CHANGES TO EXISTING POLICIES

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.