



Revised January 2024

Multi-Year Accessibility Plan

Intent

This accessibility plan outlines the strategy of St. David's Hydroponics Ltd. to prevent and remove barriers for people with disabilities and comply with requirements of the *Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005*.

Multi-Year Accessibility Plan

This 2023-2028 accessibility plan outlines the policies and actions that St. David's Hydroponics Ltd. has already taken and/or will put in place to improve opportunities for people with disabilities with a focus on preventing and removing barriers to accessibility. This multi-year plan will be reviewed at least once every five (5) years and will be posted on our website. It will be provided in an assessable format upon request. The multi-year plan is a living document and will be updated as required to ensure accessibility for all.

Statement of Commitment

St. David's Hydroponics Ltd. is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may visit our premises, access our information, or purchase our products. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

Customer Service

St. David's Hydroponics Ltd. is committed to excellence in serving all customers including people with disabilities. St. David's Hydroponics Ltd. complied with the AODA's Customer Service Standard with the following initiatives that were implemented as of January 1, 2012.

Actions taken:

- An accessibility policy was put in place so employees and customers can know what to expect.
- Our employees have been trained on how to accommodate customers or staff with disabilities, and how to provide assistance if the need arises.
- A written record of accessibility training provided to employees is maintained.
- Service animals and support persons are welcomed in our public access areas.
- Accessible ways for people to provide feedback on how St. David's Hydroponics Ltd. provides goods and services to people with disabilities was made available.

Actions planned:

- Continue to train new employees on the Customer Service Standards
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.

Information and Communications

St. David's Hydroponics Ltd. currently provides accessible formats and communication supports for persons with disabilities upon request. St. David's Hydroponics Ltd. provides notice to the public of the availability and consults with the person making the request to determine the suitability of an accessible format or communication support.

Actions taken:

- St. David's Hydroponics Ltd. has upgraded its web site to meet the internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0, level AA as required by the AODA's Information and Communications Standard by June 30, 2021.
- Current company policies are posted on our Health and Safety boards in high traffic areas and accessible to all staff members.

Actions planned:

- Continue to improve accessibility of our information and communications by reviewing feedback received.
- Ensure any future digital services or computer programs are designed for accessibility striving for all users to have equal access to information and functionality.

Employment

In accordance with the AODA's Employment Standards, St. David's Hydroponics Ltd. has implemented the following initiatives June 17, 2016.

Actions taken:

- The recruitment process has been revised and measures put in place to take account of the needs of disabled people.
- Job postings include contact information for applicants requiring accommodation within the recruitment process and will indicate that job and workplace accommodations are available upon request.
- All applicants are informed of the availability of reasonable accommodation for disabled candidates during the recruitment, selection and hiring processes in relation to the materials or processes to be used. HR provides support to Managers responding to accommodation requests.
- If a selected applicant requests an accommodation, suitable accommodation in a manner that takes into the account the applicant's accessibility needs due to disability will be arranged.
- Offers of employment include accommodation language.
- Return-to-work processes are well documented, and the HR department supports managers when employees have special needs.
- When required, adapted solutions for access to information and means of communication are implemented.
- Provide individualized workplace emergency response information to employees who have a disability where St. David's Hydroponics Ltd. is aware of the need for accommodation.

Actions planned:

- Continue to address barriers to recruitment.
- Continue to work with employees to facilitate a reasonable return to work plan for employees who have been absent because their disability required them to be away from work.

Policies and Training

St. David's Hydroponics Ltd. has and will continue to implement policies and initiatives in accordance with the AODA by taking the following steps.

Actions taken:

- Implemented policies outlining St. David's Hydroponics Ltd. commitment to accessibility. (Implemented June 17, 2016.)
- Provided training to employees on accessibility and human rights legislation, as it pertains to people with disabilities. (Implemented June 17, 2016, and ongoing as new employees join the company)

Actions planned:

- Continue to provide training to all new employees as soon as practicable on the AODA's Customer Service Standards and the Ontario Human Rights Code as it relates to people with disabilities.
- Continue to provide training to current employees on any changes to policies.
- Continue to provide training to employees in a format that takes into account their disabilities.

Design of Public Spaces

Currently the areas open to the public at St. David's Hydroponics Ltd are made accessible by.

Actions taken:

- Main entry is floor to ceiling glass and individuals arriving can easily be seen in case assistance is needed entering the facility.
- The areas available to the public have been designed to allow easy access and movement with mobility devices.
- Accessible washrooms
- Our public parking area is paved and has one designated parking space to help provide easier access to the areas accessible to the public.

Actions planned:

- St. David's Hydroponics Ltd. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Feedback

St. David's Hydroponics Ltd. will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities and will respond to feedback promptly.

Actions taken:

- Accept feedback and inquires through various forms, written (letter, email, fax), verbal (telephone) or other formats if required.
- Responding to feedback in a timely manner (10 business days)

Actions planned:

- Continue to regularly monitor online communications for feedback emails and respond in a timely manner.



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St. David's Hydroponics Ltd. welcomes your inquiries and feedback about accessibility and our efforts at meeting the AODA and the IASR.

Feedback may be provided in the following ways:

- From our website, www.stdavidshydroponics.com
- By calling our toll-free number, 1-800-483-1111
- By calling our main office, 905-988-5636
- Sending a letter to 822 Concession 7, RR#4, Niagara on the Lake, Ontario, Canada, L0S 1J0

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

- Directed to the General Manager or senior management.

Customers can expect to hear back in 10 business days.