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# Hendriks Greenhouses' Multi-Year Accessibility Plan

Hendriks Greenhouses  
Authored by: Human Resources



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Hendriks Greenhouses is dedicated to providing goods, services and employment in an accessible manner that respects the dignity and independence of persons with disabilities. This Multi-Year Accessibility Plan is in addition to our company's Accessibility Policy. It outlines Hendriks Greenhouses' plan to prevent and remove barriers to accessibility and defines Hendriks' approach to meeting or exceeding applicable legal and regulatory requirements. This Plan is continually growing and evolving, and will be updated at least every five years, as Hendriks Greenhouses accessibility strategy evolves.

Our plan shows how Hendriks Greenhouses will play its role in making Ontario an accessible province for all Ontarians.

**Customer Service Accessibility Action Taken:**

The following actions are currently in place:

- Hendriks Greenhouses provides training to employees upon hire, on standards regarding accessibility set by provincial legislation and related requirements, as well as how to communicate, interact and support persons with disabilities in ways that take the person's disability into account. The training is delivered during an employee's orientation, and on an ongoing basis with changes to Hendriks Greenhouses policies or procedures.
- Persons accompanied by a service animal are permitted to enter all parts of Hendriks Greenhouses property, except in those areas in which the animal is excluded by law.
- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
- Hendriks Greenhouses welcomes feedback on how we provide accessible customer service as well as employee accessibility. Customer and employee feedback will help us identify barriers and respond to concerns. Customers and employees can submit feedback via email, in person through their supervisor/human resources, phoning/ mailing our main office.

**Workplace Emergency Response Information Action Taken:**

The following measures are currently in place:

- Hendriks Greenhouses is committed to the safety of its workers in all circumstances. If a worker requires help in the event of an emergency, all parties will work together to come up with an individualized emergency response plan. This plan will be communicated to necessary personnel [supervisors, managers, coworkers (as necessary)] and will be updated should anything change (accommodation requirements, location of worker...).

**Accessibility Policy and Multi-Year Accessibility Plan Action Taken:**

- Hendriks Greenhouses Accessibility Policy was implemented in 2015. The Policy supports and explains Hendriks Greenhouses commitment to meeting the accessibility needs of persons with disabilities in a timely manner and governs the way that Hendriks will achieve this;
- Hendriks Greenhouses created a Multi-Year Accessibility Plan outlining our phased-in strategy for recognizing, eliminating and preventing barriers to accessibility;
- The Policy and Plan can be found on the company's website ([www.hendriksgreenhouses.com](http://www.hendriksgreenhouses.com)) and will be provided in other accessible formats upon request;
- The Plan will be reviewed and updated at least once every five years.

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**Feedback, Accessible Formats and Communication Supports:** Hendriks Greenhouses will ensure that:

- Its processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and
- Upon request, Hendriks Greenhouses will provide and arrange for accessible formats and communications supports for persons with disabilities, in a timely manner at no extra cost.

*Planned Action:*

- Hendriks Greenhouses will convert communications and documents to alternate formats, and inform all employees who may receive/respond to feedback with information as to how to obtain alternate formats.
- Feedback will be accepted by the Human Resources department at 905-563-8132 ext. 293, or in writing to Hendriks Greenhouses, 5095 North Service Rd., Beamsville, ON LOR 1B3.

**Employment:**

The following measures are currently in place:

- All job postings and advertisements state that Hendriks is an equal opportunity employer, and is happy to accommodate throughout the recruitment and selection process. It also encourages applicants with disabilities to apply to our vacancies.
- If a request for accommodation is made at any point of the interview or selection process, the individual will be confidentially consulted to determine the best plan for accommodation.
- Once an offer of employment has been made, inquiries will again be made about any accommodations. This way, if any are required, they can be in place before the start date.
- In the event of a current employee needing an accommodation, it is encouraged they voice this to their supervisor or Human Resources. We know a disability is not always permanent, so even if a temporary accommodation needs to be made, we encourage employees to discuss with HR. Hendriks' commitment to accommodation applies beyond the recruitment process.
- All employees are provided our Accessibility, Accommodation and RTW policies on their first day

*Recruitment Planned Action:*

- Continuously review and modify existing recruitment, and selection processes as necessary;
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during scheduling of interviews and assessments;
- Develop and provide training to employees responsible for recruitment, assessment, and selection and on-boarding to ensure these actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.

*Workplace Planned Action:*

- Continuously review and modify orientation and on-boarding as necessary;
- Develop and provide training to managers/colleagues responsible for supporting the individualized accommodation plan process.
- Ensure employees are aware of our Accommodation Policy and they have full access to it on our ADP system.

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### **Return to work from Disability-Related Leaves Planned Action:**

- Review, modify and document return to work plans for employees who have been absent from work due to a disability and require accommodation in order to return;
- Ensure documented individual accommodation plans include part of the return-to-work process;
- Develop and provide training to managers/colleagues responsible for supporting the return-to-work process for employees who require accommodation in order to return to work and a training schedule for same that will ensure effective execution of the return-to-work process on a continuous basis.

### **Performance Management, Career Development and Redeployment:**

The following measures are currently in place

- Hendriks Greenhouses has made sure that it considers the needs of employees with disabilities when it comes to performance reviews, transfers or promotions;
  - making documents available in accessible formats (e.g., large print for people with low vision)
  - providing feedback and coaching in a way that is accessible (e.g., using plain language for someone with a learning disability)
  - providing the accommodations, needed to successfully learn new skills or take on more responsibilities

#### *Planned Action:*

- Continuously review and modify performance management, career development/redeployment processes to ensure the accessibility needs and accommodation plans are taken into account;
- Develop and provide training to managers/colleagues responsible for supporting performance management, career development and advancement, and redeployment processes, and a training schedule that will ensure compliance with the processes on a continuous basis.

### **Accessible Spaces**

#### *Planned Action:*

By January 1, 2017 in Ontario, accessibility will be integrated into any new or revitalised Hendriks Greenhouses public space in accordance with the criteria established by Ontario's Integrated Accessibility Standards.

#### **Training:**

Hendriks Greenhouses will continue to ensure training is delivered to all employees and volunteers and those who provide services on Hendriks Greenhouses behalf on the standards set by Ontario legislation regarding accessibility as well as any aspect of local human rights legislation relating to persons with disabilities.

#### *Planned Action:*

- Create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding;

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- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.

**Modifications to This or Other Policies**

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

Any updates or modifications to this policy will be communicated timely and appropriately to all employees.

**For More Information**

For more information on this accessibility plan, please contact Sydney Greaves at 905-563-8132 ext. 293, or [sydney.greaves@hendriksgreenhouses.com](mailto:sydney.greaves@hendriksgreenhouses.com)

Your website and social media addresses: [www.hendriksgreenhouses.com](http://www.hendriksgreenhouses.com)

Standard and accessible formats of this document are free on request from Sydney Greaves (contact information above).