

# ACCESSIBILITY PLAN AND POLICIES FOR DUTCHMASTER NURSERIES

This accessibility plan outlines the policies and actions that will be put into place to improve opportunities for people with disabilities.

## **Statement of Commitment**

Dutchmaster Nurseries is committed to respecting the dignity and independence of persons with disabilities. 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

Dutchmaster Nurseries is committed to providing our guests and employees with available emergency information in an accessible way upon request.

## TRAINING

Dutchmaster Nurseries 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. Dutchmaster Nurseries will take the following steps to ensure employees are provided with the training required to meet Ontario's accessible laws:

- All new employees will be trained as appropriate to their duties.
- Employees will receive training each year.
- Employees will be trained when changes are made to the policy.
- A record will be kept of all training provided.

## INFORMATION & COMMUNICATION

Dutchmaster Nurseries is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Dutchmaster Nurseries will ensure that any new updates to our website including web content conform to the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0, at Level A where this is practicable.

Upon request, we will provide, or will arrange for the provision of accessible format and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Dutchmaster Nurseries welcomes feedback, including feedback about the delivery of our services and products to persons with disabilities. Dutchmaster will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. All guests can submit feedback or questions to [admin@dutchmasternurseries.com](mailto:admin@dutchmasternurseries.com).

# EMPLOYMENT

The employment standards build upon existing requirements under the Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. We will take the following steps:

1. Recruitment – Dutchmaster Nurseries will notify its employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process.
2. Recruitment, Assessment or Selection Process – Dutchmaster Nurseries will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request, in relation to the materials or processes to be used. If a selected applicant requests an accommodation, we will consult the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the individual's accessibility needs due to disability.
3. Notice to Successful Applicants – When making offers of employment, we will notify the successful applicant of our policies for accommodating employees with disabilities.
4. Documented Individual Accommodation Plans – Dutchmaster Nurseries will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. Upon the request of an employee with a disability, we will consult with the employee to provide or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees.
5. Workplace Emergency Response Information – Dutchmaster Nurseries will continue to provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individual's information is necessary and if Dutchmaster Nurseries is aware of the need for accommodation due to the employee's disability. We will provide this information as soon as practicable after becoming aware of the need for accommodation.
6. Return to Work Process – Dutchmaster Nurseries will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps we will take to facilitate the return to work and will include documented individual accommodation plans as part of the success.
7. Dutchmaster Nurseries will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when conducting performance management, providing career development and advancement to employees, or when redeploying employees.
8. Accessible Public Spaces – Where Dutchmaster Nurseries engages modifications to our current facilities or construction of new facilities, we will ensure that such construction or development complies with the requirements of the regulation with respect to the design of public spaces.

Please note that while our front entrance is not wheelchair accessible, our friendly staff is on hand to guide wheelchairs through the rear entrance. It is our plan to make all primary entrances wheel chair accessible.

The Accessibility Plan will be reviewed and updated at least once every five years.

For more information on this accessibility plan or to request it in another format, please send an email to [info@dutchmasternurseries.com](mailto:info@dutchmasternurseries.com).