

Dutchmaster Nurseries Ltd.
Multi-Year Plan

Initiative	Action taken	Status
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Customer Service Standard		
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Accessible Customer Service Plan	Complete	2014-12-09
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Employment Standard		
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Workplace emergency response information	So far, we have had no recruits of people with disabilities. There have been no applicants. Our job application form makes it clear to recruits that we are open to accomodating work process and will create an emergency response solution based on their needs.	When needed
Recruitment		When needed
Information for employees		Done
Processes to accommodate employees		When needed

General Requirements		
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Accessibility policies Multi-Year accessibility plans	This multi-year plan has been reviewed several times.	in progress
Self-service kiosks	We do not have self-serve kiosks.	n/a
Training	Accessiblity plan has been reviewed with all existing employes and implemented with all new employees.	on going

Information and Communication Standard		
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Emergency information	Again, we are prepared to provide emergency information when an emplooyee with accessiblity issues joins our staff. To date, we have had n applicants.	When needed
Accessible websites and web content WCAG 2.0 Level A	www.dutchmasternurseries.com Our webmaster assures us that our website is Level A compliant.	Done
Feedback	Staff are trained to refer those with questions or concerns with accessibility to AODA complience officer and/or management.	in progress
Accessible formats and communication supports	Staffed are trained to communicate verbally, by email, by PDF, etc. Documents can also be printed on larger paper sizes where required.	in progress
Accessible websites and web content WCAG 2.0 Level AA	Future iterations of the website will be designed with Level AA .	Not started

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 admin@dutchmasternurseries.com.