



MULTI-YEAR ACCESSIBILITY PLAN

Statement of Commitment:

Great Northern Hydroponics is committed to treating all people in a way that allows them to maintain their dignity and independence. 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.

PART I – GENERAL

ACCESSIBILITY POLICY

We are committed to maintain and evaluating our AODA policy. The policy includes Great Northern Hydroponics statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities.

Accomplishments:

The AODA policy was developed in 2015

The AODA training was implemented in 2015

AODA training is provided to new employees and annually to existing employees

Goals:

Great Northern Hydroponics goal is to continue maintenance of policy, training and evaluating the policy every 5 years and make improvements if needed.

Continue making AODA policy available when requested.

MULTI-YEAR ACCESSIBILITY PLAN

Great Northern Hydroponics is committed to establishing, implementing, maintain and document a multi-year accessibility plan, which outlines GNH's commitments to prevent and remove barriers for people with disabilities and meet its requirements under this Regulation.

Accomplishments

A multi-year plan was developed in 2015 and updated in 2021 (current)

Goals

Post updated multi-year accessibility plan to our website

Provide the plan in an accessible format upon request



TRAINING

Great Northern Hydroponics will provide training to employees who deal with the public or other third party on our behalf. Individuals in the following positions will be trained: Administrative personnel, Managers and Supervisors. The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Great Northern Hydroponics plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing our goods and services
- Memo posted on our information boards

Accomplishments:

All employees have been provided with the AODA training

All new employees are provided with AODA training – English and Spanish

AODA training has become part of our orientation slide how – annual refresher training is mandatory

Goals:

Maintain our AODA training and update as needed

Provide training upon hire and on an annual basis

Attendance of AODA training by certified agency for trainers

PART II – INFORMATION & COMMUNICATION STANDARD

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Great Northern Hydroponics 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.

Accomplishments:

Great Northern Hydroponics has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- 2015 – Suggestion Box (on site)
- 2015 – By email (info@greatnorthern.farm)
- 2016 – Posted on bulletin boards
- 2016 – Available in large print upon request

Goals:

Make GNH website and the content of the website conform to WCAG 2.0, Level AA



PART III – EMPLOYMENT STANDARDS

RECRUITMENT

Great Northern Hydroponics is an equal opportunity employer committed to fair and accessible employment practices to attract, retain employees with any type of disabilities.

Accomplishments:

Our Job Advertisements includes “*Great Northern welcomes and encourages applications from people with disabilities. Accommodations are available on request from candidates taking part in all aspects of the selection process.*”

Goals:

Continue accommodations information on our job advertisements
Continue to take accommodations into account for any new applicant and existing employees.

INFORMING EMPLOYEES OF SUPPORTS

Great Northern Hydroponics has maintained an open communication with existing employees in regards to all its exiting and new policies, including any changes of policies.

Accomplishments:

All employees are aware of our accommodation policy.
Accommodation policy is reviewed with all employees on a yearly basis.
Memo has been posted on our information boards.

Goals:

Continue to train all employees on our accommodation policy on an annual basis
Make information available upon request

RETURN TO WORK PROCESS

Great Northern Hydroponics is committed to assist individuals needing a Return-to-Work Plan after being absent because of their disability. GNH will make every effort to provide disability-related accommodations in order for the person to return back to work.

Achievements:

Return to Work Program was developed
Physical Demands information policy was developed
Return to Work Case Management was developed
Return to Work Performance Tracking was developed

Goals:

Continue to review Return to Work and accommodations programs on an annual basis.
Make necessary improvements to the program.
Document and keep track of all Return-to-Work individualized plans.

PERFORMANCE MANAGEMENT

Great Northern has adopted a Return-to-Work Case management as well as the Return-to-Work Performance Tracking in order to assist the person, assess and improve employee's performance and productivity and effectiveness, with the goal of facilitating the employee's success.

Achievements:

Return-to-Work Case management and Performance Tracking policy has been developed

Goals:

Maintain current RTW Case Management and Performance Tracking policies.
Review policies and make improvements as needed.

PART IV.2 – CUSTOMER SERVICE STANDARDS

ACCESSIBLE CUSTOMER SERVICE

Great Northern Hydroponics is committed to excellence in serving all customers including people with disabilities.

Achievements:

Great Northern Hydroponics provides training to employees who deal with the public or other third party on our behalf. Individuals in the following positions will be trained: Administrative personnel, Managers and Supervisors. The training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Great Northern Hydroponics plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing our goods and services
- Memo posted on our information boards

If changes are made to the plan at any time, appropriate staff will be made aware of changes.

Goals:

- We will ensure that our staffs are trained and familiar with various **assistive devices** we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.
- We will **communicate** with people with disabilities in ways that take into account their disability.
- People with disabilities and their **service animals** will only be allowed to enter the main office, as working with food products animals are not allowed inside the facility.
- A person with a disability who is accompanied by a **support person** will be allowed to have that person accompany them on our premises.
- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as the main office or the packhouse, Great Northern Hydroponics will notify customers promptly.
- This clearly posted **Notice of Temporary Disruption** will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
- The notice will be placed at the main office and on the main entrance of the packhouse at Great Northern Hydroponics.



FEEDBACK PROCESS

Great Northern Hydroponics welcomes any type of feedback. Customers who wish to provide feedback on the way Great Northern Hydroponics provides goods and services to people with disabilities can send us an e-mail through our website at www.greatnorthern.farm , e-mail us directly at info@greatnorthern.farm , or come in to our main office and let us know. All feedback, including complaints, will be forwarded onto our Human Resource Manager. Customers can expect to hear back in a weeks' time.

Achievements:

Implemented a feedback section on our Great Northern Hydroponics website

Goals:

Check for feedback and respond within a weeks' time