**Conestoga Meat Packers Ltd.**

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| **Title:** Integrated Accessibility Standard | **Date of Issue:** September 2014 |
| **Approved by:** Human Resources | **Review/Revise Date:** September 2019 |

**Statement of Commitment**

Conestoga Meat Packers Ltd. 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.

This 2014-21 accessibility plan outlines the policies and actions that Conestoga Meat Packers Ltd. will put in place to improve opportunities for people with disabilities. This plan will be in effect for 5 years and reviewed in 2019.

**Scope**

1. This policy applies to the provision of goods and services at premises owned and operated by Conestoga Meat Packers.
2. This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Conestoga Meat Packers, including when the provision of goods and services occurs off the premises of Conestoga Meat Packers such as in: delivery services, vendors, drivers, and third party agencies.
3. This policy shall also apply to all persons who participate in the development of the Conestoga Meat Packers policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

**Purpose**

This policy is intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005,* and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Conestoga Meat Packers shall follow the principles of dignity, independence, integration and equal opportunity.

**Policy**

**Customer Service**

Conestoga Meat Packers Ltd. has already complied with the Customer Service Standards for Accessibility, and this is a continuation of our commitment to treating all people in a way that allows them to maintain their dignity and independence. Refer to Accessible Customer Service Policy.

**Training**

Conestoga Meat Packers will provide training to employees on Ontario Accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and will cover the following:

Conestoga Meat Packers will take the following steps to ensure existing and new employees are provided with the training needed to meet Ontario’s accessible laws by January 2015. We will:

1. Identify positions require training
2. Source a training method and supplier
3. Complete the training

New employees will be trained as soon as practical after assuming responsibilities of the job. Training records will be kept. Training will be updated as needed.

**Kiosks**

The Company will ensure that the needs of people with disabilities are met when designing, procuring or acquiring self-service kiosk by January 1, 2015.

**Information and Communication**

Conestoga Meat Packers is committed to providing their employees, customers, and clients with public available information in an accessible way upon request. Included in this information we will also provide employees, customers and clients with disabilities with individualized emergency response information when necessary.

Conestoga Meat Packers Ltd. will ensure that all new websites and content on those sites will conform to WCAG 2.00, Level A by January 1, 2014, and will contract a supplier to ensure that all websites conform to WCAG 2.0, Level AA by January 1, 2021.

To ensure that publicly available information is made accessible upon request, we will develop a list of vendors by January 1, 2016 that can provide information in alternate formats.

**Feedback Process**

Conestoga Meat Packers 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.

Information about the feedback process will be readily available to all customers and notice of the process will be made available by feedback form, phone, e-mail, fax or website.

Submitting Feedback:

Customers can submit feedback to:

* Conestoga Meat Packers HR Department
* 1 519 648-2506
* 313 Menno Street, Brelsau,Ont. N0B 1M0
* [hr@conestogameats.com](mailto:hr@conestogameats.com)
* Fax: 1 519-648-3421
* [www.conestogameats.com](http://www.conestogameats.com)
* Please use subject line “AODA Feedback, Attn: HR Department”

To ensure that publicly available information is made accessible upon request, we will develop a list of vendors by January 1, 2016 that can provide information in alternate formats.

Conestoga Meat Packers will ensure that existing feedback processes are accessible to people with disabilities upon request by January 1, 2015. To provide feedback, persons can contact Human Resources department by phone at (519) 648-2506, and/or on-line by e-mailing [hr@conestogameats.com](mailto:hr@conestogameats.com).

**Employment**

Conestoga Meat Packers is committed to fair and accessible employment practices. We will take the following steps to notify public and staff, when requested; we will accommodate people with disability during the recruitment and assessment processes and when people are hired.

1. Recruitment

When placing job ads and/or notices (internal/external) Conestoga Meat Packers will notify its employees, public and external employment agencies of the availability of accommodations for applicants with disabilities. Current processes will be reviewed and updated. Due - January 1, 2016

1. Assessment and Selection

Once an applicant has been chosen to participate further in the selection process, they be notified that accommodations are available upon request, as pertaining to the materials and methods used in the selection process and job assessment. Current processes will be reviewed and updated. Due - January 1, 2016

1. Communication to Successful Applicants

As part of the job offer letter and the new employee orientation process, Conestoga Meat Packers will notify the successful applicant of its policies for accommodating employees with disabilities. Offer letter and orientation check list will be reviewed and revised. Due – January 1, 2016

1. Accessible Formats and Communication Supports

If an employee with a disability makes a request for arrangement of accessible formats and communication supports, Conestoga Meat Packers will consult with the employee and provide what is needed for the employee to perform his/her job function. Current processes will be reviewed and updated. Due - January 1, 2016

1. Workplace Emergency Response Plan for Employee with Disabilities

Provided assistance is required, and Conestoga Meat Packers is made aware of the need for accommodation by an employee, an individualized emergency response plan will be developed for an employee with a disability. Conestoga Meat Packers Emergency Evacuation Policy will be reviewed to include individual emergency response plans. Existing and new employees will be asked if they require assistance due to a disability, in the event there is an emergency. Due - January 1, 2016.

1. Documented Individual Accommodation Plans

Conestoga Meat Packers will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested by the employee and necessary, the plan will include accessible formats, communication supports and emergency response information and assistance. Current processes will be reviewed and updated. Due - January 1, 2016

1. Return to Work Process

Conestoga Meat Packers 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. Current processes will be reviewed and updated. Due - January 1, 2016

1. Performance Management and Career Development

Conestoga Meat Packers will take into account the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement opportunities to employees. Current processes will be reviewed and updated. Due - January 1, 2016

**Design of Public Spaces**

Conestoga Meat Packers will ensure that we meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces as identified in the regulation. Due - January 1, 2017.

**For More Information:**

For more information on this accessibility plan it can be reviewed on our website @ www.conestogameats.com or please contact the Senior Director of Human Resources at:

Phone: (519) 648-2506 ext. 225

E-mail: [hr@conestogameats.com](mailto:hr@conestogameats.com)