

Accessibility Policies and Multi-Year Accessibility Plan

This 2023 - 2028 accessibility plan outlines the policies and actions that Arnts The Landscape Supplier Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Arnts The Landscape Supplier Inc. 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.

Accessible Emergency Information

Arnts The Landscape Supplier Inc. is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Arnts The Landscape Supplier Inc. 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. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Online AODA training is a mandatory part of new employee orientation training. The course covers the following topics, and completes the training requirements for section 7 of the Integrated Accessibility Standards of the AODA:

- The Code
- Understanding the duty to accommodate
- Applying human rights principles
- Compliance and enforcement

Kiosks

Arnts The Landscape Supplier Inc. will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

At this time, Arnts The Landscape Supplier Inc. does not have any self-service kiosks, and has an accessibility desk available for completing all orders.

Information and Communications

Arnts The Landscape Supplier Inc. 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.

Arnts The Landscape Supplier Inc. will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level AA:

- Installation of a third party add-on, allowing the user to adjust all accessibility settings on our main website.
- All Arnts The Landscape Supplier Inc. web content is assessed and evaluated for accessibility conformance.

Arnts The Landscape Supplier Inc. will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Arnts The Landscape Supplier Inc. customer feedback processes allow for multiple types of communication such as e-mail, telephone, or regular mail.

Arnts The Landscape Supplier Inc. will take the following steps to make sure all publicly available information is made accessible upon request:

- Arnts The Landscape Supplier Inc. will consult with the person making the request to determine the suitability of the accessible format or communication support;
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;
- Notify the public about the availability of accessible formats and communication supports.

Employment

Arnts The Landscape Supplier Inc. is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Arnts The

Landscape Supplier Inc. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Review existing policies and procedures and where necessary, adjust processes for people with disabilities;
- Arnts The Landscape Supplier Inc.'s new employee orientation training includes a section on accessibility.

Arnts The Landscape Supplier Inc. will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability:

- Review existing policies and procedures and if necessary, adjust processes for people with disabilities on the development of accommodation plans and return to work processes.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Arnts The Landscape Supplier Inc. is using performance management, career development and redeployment processes:

- Review existing policies and procedures and amend when necessary.

Arnts The Landscape Supplier Inc. will take the following steps to prevent and remove other accessibility barriers identified:

- Review existing policies and procedures and amend when necessary.

Design of Public Spaces

Arnts The Landscape Supplier Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails / beach access routes;
- Outdoor public eating areas, like rest stops or picnic areas;
- Outdoor place spaces, like playgrounds in provincial parks and local communities;
- Outdoor paths of travel;
- Accessible off-street parking;
- Service-related elements like service counters, fixed queuing lines, and waiting areas.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan, please contact:

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Accessible formats of this document can be made available upon request.