

Accessibility policy

Conestoga Meats 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 persons 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, 2005* (“AODA”).

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

Scope

- This policy applies to the provision of goods and services at premises owned and operated by Conestoga Meats.
- 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 Meats, including when the provision of goods and services occurs off the premises of Conestoga Meats such as in: delivery services, vendors, drivers, and third party agencies.
- This policy shall also apply to all persons who participate in the development of the Conestoga Meats policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Conestoga Meats will strive to ensure that its policies, practices, and procedures are consistent with the following core principles as outlined in the AODA:

Dignity – ensure persons with disabilities are provided with services in a manner that will allow them to maintain self-respect and the respect of others.

Independence – ensure persons with disabilities have the right to work on their own and are able to do things in their own way.

Integration – ensure persons with disabilities fully benefit from the same goods and services, in the same place and in the same or similar manner as others. This may require alternative formats and flexible approaches. It means complete and full participation.

Equal Opportunity – ensure persons with disabilities have the same chances, options, benefits, and results as others.

Accessibility Statement

Conestoga Meats will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Communicating in a manner that takes into account the customer's disability.

Communication

Conestoga Meats is committed to ensuring that our employees are fully aware of how to interact and communicate with persons with disabilities. We will train our employees who communicate with customers, including but not limited to members, potential members or external stakeholders, and

partners on how to interact and communicate with people with various types of disabilities.

Assistive Devices

Conestoga Meats is committed to serving persons with disabilities who may use assistive devices to obtain, use, or benefit from goods and/or services. We will ensure that employees are aware of and become familiar with various assistive devices that may be used while accessing our goods and/or services.

Use of Service Animals and Support Persons

- Conestoga Meats is committed to welcoming persons with disabilities and their guide dogs or service animals in the areas of our premises that are open to the public. Please note that a “*guide dog*” is a dog trained by the regulations under the *Blind Persons’ Rights Act*. Also, a “*service animal*” is an animal for persons with disabilities.
- Conestoga Meats will also ensure that our employees are trained on how to interact with customers with disabilities who are accompanied by a guide dog or service animal.
- Any persons with disabilities who are accompanied by a support person will be allowed to enter Conestoga Meats’ premises open to the public or other third parties with that person. At no time will persons with disabilities who are accompanied by a support person be prevented from having access to that person while on our premises.
- Conestoga Meats will not charge admission fees for support persons to attend Conestoga Meats’ sponsored events. This policy will be included where admission fees are published.

Notice of Temporary Disruption

- We will provide visitors with notice in the event of a planned or unexpected temporary disruption in the Conestoga Meats offices or

services usually used by persons with disabilities. Notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services or systems that may be available.

- Notice will be given by posting the information in a visible place on premises owned or operated by the provider of goods and/or services.
- In the event that an unexpected disruption occurs, notice will be given as soon as possible.

Employment

Conestoga Meats is committed to fair and accessible employment practices. We will take the required 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.

Recruitment

When placing job ads and/or notices (internal/external) Conestoga Meats will notify its employees, public and external employment agencies of the availability of accommodations for applicants with disabilities.

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, pertaining to the materials and methods used in the selection process and job assessment.

Communication to Successful Applicants

As part of the job offer letter and the new employee orientation process, Conestoga Meats will notify the successful applicant of its policies for

accommodating employees with disabilities. Offer letter and orientation check list will be reviewed and revised based on required accommodation.

Accessible Formats and Communication Supports

If an employee with a disability makes a request for arrangement of accessible formats and communication supports, Conestoga Meats will consult with the employee and provide what is needed for the employee to perform his/her job function.

Workplace Emergency Response Plan for Employee with Disabilities

Provided assistance is required, and Conestoga Meats 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 Meats 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

Documented Individual Accommodation Plans

Conestoga Meats 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.

Return to Work Process

Conestoga Meats 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.

Performance Management and Career Development

Conestoga Meats 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.

Design of Public Spaces

Conestoga Meats 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.

For More Information:

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

Phone: (519) 648-2506 ext. 225

E-mail: hr@conestogameats.com

Communication

Conestoga Meats 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.

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

Conestoga Meats will consult with the person making the request in determining the suitability of an accessible format or communication support. Conestoga Meats will also notify the public about the availability of accessible formats and communication supports.

Conestoga Meats will ensure that all websites conform to WCAG 2.0, Level AA.

Feedback Process

Conestoga Meats 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 Meats HR Department

- 1 519 648-2506
- 313 Menno Street, Brelsau, Ont. N0B 1M0
- hr@conestogameats.com
- Fax: 1 519-648-3421
- www.conestogameats.com
- Please use subject line "AODA Feedback, Attn: HR Department"

Questions about this Policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications, and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by emailing the Manager of Human Resources at:

hr@conestogameats.com

Our Accessibility Plan is posted on our website (www.conestogameats.com), will be provided in alternate formats upon request, and will be reviewed and updated at least once every five years.