

# INTRODUCTION

Burnbrae Farms believes in the full participation of persons with disabilities and is committed to meeting the objectives and requirements outlined in the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Burnbrae Farms is also committed to meeting other accessibility legislation currently in place or being introduced.

The Multi-Year Accessibility Plan outlines the policies, achievements, and actions that the Company has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five year period (Nov 2023 - Nov 2028) and will be reviewed and updated periodically.

## STATEMENT OF COMMITMENT

Burnbrae Farms Limited is committed to providing an accessible and inclusive environment in which all individuals, including those with a disability, have equal access to services and opportunities provided by the Company.

The Company is committed to providing our products, services and employment opportunities in a way that respects the dignity and independence of people, including those individuals with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as all of the Company's customers.

The Company aims to meet information and communications delivery expectations for all customers and employees, including those with disabilities. We welcome feedback and comments on the way we provide our online information and communications.

Burnbrae Farms is dedicated to continuously developing, implementing, and maintaining policies that govern how the organization achieves or will achieve accessibility through meeting all regulation requirements. To facilitate this commitment, the Company has established, maintained, and documented a multi-year accessibility plan, that is reviewed and updated once every five years, at a minimum, to identify progress made in addressing barriers and will be posted on the Burnbrae Farms website and via staff communications.

# STANDARDS OF ACCESSIBILITY UNDER AODA

## **GENERAL REQUIREMENTS**

### **I. ACCESSIBLE EMERGENCY INFORMATION**

Burnbrae will provide employees with disabilities individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, the workplace emergency response information will be given to the designated employee. The Company will continue to review the individualized workplace emergency response plans, when necessary, ie., the location of the employee changes and/or if there are any changes in disability.

### **II. ACCESSIBILITY POLICIES AND PLANS**

Burnbrae Farms has developed a statement, policy, program, and multi-year plan that outlines strategies and actions to identify, prevent, and remove barriers for persons with disabilities.

### **III. TRAINING**

Training is provided in a way that best suits the duties and needs of employees and every person who deals with the public on behalf of the Company. In addition, employees may require training as it relates to the duties and responsibilities of their position. Burnbrae Farms has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational and training resources in an accessible format that takes into account the accessibility needs of a person with a disability
- Ensure all employees have completed training on the requirements of the accessibility standards act and on the provisions of the Human Rights Code. New employees to the company are trained during as part of the on-boarding training.
- We keep a record of all the training provided under this requirement.

## **CUSTOMER SERVICE STANDARD**

Burnbrae Farms uses reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable persons with disabilities to obtain, use, or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision.
- Company representatives, when communicating with a person with disability, will do so in a manner that takes into account the person's disability.

The following measures have been implemented by Burnbrae Farms:

- The Accessibility Policy Statement has been published.
- The Accessibility Program has been created and is accessible upon request.
- The Multi-Year Accessibility Plan has been published on the corporate website for public viewing.
- Training will be provided to address areas on how to better interact with, and/or accommodate persons with disabilities. Employees will gain understanding of their responsibilities in creating an inclusive and accessible environment, accepting and respectful of the differences between persons.
- Completion of training of all employees is tracked and recorded.
- Comments relating to our goods and services with regards to customer service is welcomed and appreciated. We encourage feedback regarding the way Burnbrae Farms provides goods and services to people with disabilities. This feedback can be made verbally, by email, or in writing to:

Burnbrae Farms  
3356 County Rd 27  
Lyn, ON K0E 1M0  
1-800-666-5979

Email: [general@burnbraefarms.com](mailto:general@burnbraefarms.com).

All AODA related feedback will directed to the Human Resources department.

- All feedback received from customer, clients, staff or the general public is reviewed and address to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Burnbrae Farms will enable persons with a disability who is accompanied by a support person or by a service animal to enter Burnbrae Farms offices. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to their support person and/or service animal while on our premises.

## **INFORMATION AND COMMUNICATION STANDARD**

Burnbrae Farms is dedicated to meeting the communication needs of people with disabilities. We invite and welcome feedback on how effectively we are accommodating persons with disabilities.

The Company has undertaken the following plans to ensure compliance with this standard:

- Our corporate website has been designed to be user friendly for people with a range of needs and in accordance with Web Content Accessibility Guidelines (WCAG) Level 2.0 AA. Stage. We are currently working to ensure all related websites are also in compliance.

## **EMPLOYMENT STANDARD**

Burnbrae Farms is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. The Company has taken the following steps to notify the public and employees that, when requested, we will accommodate people with disabilities throughout the recruitment and onboarding process.

### **I. RECRUITMENT**

Burnbrae Farms is committed to ensuring that our recruitment, selection, and assessment processes are fair and accessible.

The Company has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment process within job descriptions, job postings, interviews, selection, and assessments
- Inform employees of policies supporting persons with disabilities.
- Provide updated information on accommodation policies to employees when changes occur
- Consult with employees to determine suitability of format or support

## **II. DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS**

Burnbrae Farms is dedicated to producing and providing documented individual accommodation that includes the following:

- Participation of the employee requiring the individual accommodation plan
- Ability to request additional/alternative medical of third party assessments to determine if accommodation can be achieved and how
- High level of confidentiality
- Regular review and updates
- Reason for denial if applicable
- Providing individual accommodation plans in a format that takes into account the needs of the employee
- And if required, include individualized workplace emergency response information

## **III. ACCESSIBLE EMERGENCY INFORMATION**

Burnbrae Farms is committed to creating and implementing a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

When applicable, the Company will develop and maintain a return to work process for employees who have been from work due to a disability and require disability related accommodations in order to return to work. The process will include the steps the Company will undertake to facilitate the return to work process and use documented individual accommodation plans.

## **IV. PERFORMANCE MANAGEMENT AND CAREER DEVELOPMENT**

Burnbrae Farms is dedicated to ensuring the accessibility requirements of employees with disabilities needs are taking into account with regards to performance management and assessments, career progression plans, and position reassignments.

The Company will continue to review and update policies and procedures to include the following elements:

- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when using performance management processes
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when providing career development and advancement opportunities
- Accessibility needs of employees with disabilities, as well as individual accommodation plans are taken into account when reassigning employees with disabilities

#### **V. TRANSPORTATION STANDARD**

- Burnbrae Farms does not have specific requirements under this standard.

#### **VI. DESIGN OF PUBLIC SPACES**

Burnbrae Farms public areas currently meet the required Accessibility Standards for the design of public spaces. The Company to continue to achieve compliance for the design of public spaces when building or making major modifications to public spaces by complying with applicable legislation and building codes. The Company will take appropriate measures to prevent service disruptions to public area accessibility. In the event of a service disruption, Burnbrae Farms will notify the public and it's employees of the service disruption and alternative accessibility available for obtaining goods and services.

The Company multi-year accessibility plan is available in accessible formats upon request.

Contact Details:

Burnbrae Farms

3356 County Rd 27

Lyn, ON K0E 1M0

1-800-666-5979

Email: [general@burnbraefarms.com](mailto:general@burnbraefarms.com).