

**Monaghan Mushrooms**  
**Campbellville, ON, Canada**

## **ACCESSIBILITY POLICY**

### **(AODA - Accessibility for Ontarians with Disabilities Act, 2005)**

#### **1. What does *Accessibility for Ontarians with Disabilities Act (AODA)* mean to Monaghan Mushrooms?**

As the population ages, the number of people with both visible and invisible disabilities is naturally increasing. Government institutions, retail establishments and public facilities need to become more cognizant of that fact. All of us are seeing more people with wheelchairs, scooters, walkers, guide animals and hearing and seeing problems than ever before. Our job as responsible food producer is to do our best to accommodate this growing group of Canadians.

In an effort to accommodate those people with disabilities, the Government of Ontario introduced the Accessibility of Ontarians with Disabilities Act (AODA) in 2005. This Act will provide those people with disabilities the options for freedom of choice and flexibility of movement, so they can live as normal a life as possible with dignity and independence. Access to institutions and buildings is an important part of that choice. This also means easy access to Monaghan Mushrooms' services.

Monaghan Mushrooms has always prided itself on offering the best customer service experience possible. Complying with this act is no exception. The Accessibility for Ontarians with Disabilities Act is designed 'to break down the barriers so that people of all abilities can live and work to their full potential'. One of the basic standards of this accessibility is in the area of customer service. The task of ensuring our customer service includes those with disabilities is simple, but is a task that needs to be taken seriously.

We will train our employees to assist in understanding and implementing the Monaghan Mushrooms Canada AODA policies and procedures. The training will equip our employees with the skills and knowledge required to comply with the AODA.

If you have any questions, please contact the Human Resources Department.

**Human Resources**  
**Monaghan Mushrooms Ltd.**  
**PO Box 58 7345 Guelph Line**  
**Campbellville, ON L0P 1B0**  
Email: [hr.campbellville@monaghan.eu](mailto:hr.campbellville@monaghan.eu)

## 2. Ontario Human Rights Code

Monaghan Mushrooms Ltd. believes that human rights are basic rights inherent to all human beings, regardless of nationality, place of residence, sex, sexual orientation, nationality or ethnic origin, color, religion, language, or any other status.

We are committed to complying with the Ontario Human Rights Code and will provide adequate training to our employees.

The Ontario Human Rights Code prohibits actions that discriminate against people based on a protected ground in a protected social area.

### Protected grounds are:

- Age
- Ancestry, color, race
- Citizenship
- Ethnic origin
- Place of origin
- Creed
- Disability
- Family status
- Marital status (including single status)
- Gender identity, gender expression
- Receipt of public assistance (in housing only)
- Record of offences (in employment only)
- Sex (including pregnancy and breastfeeding)
- Sexual orientation.

### Protected social areas are:

- Accommodation (housing)
- Contracts
- Employment
- Goods, services and facilities
- Membership in unions, trade or professional association

## 3. AODA Policies

Monaghan Mushrooms Ltd. will periodically or as and when necessary, review the practices concerning accessibility for disabled persons. This includes continuing those customer service practices that respect and promote the dignity and independence of people with disabilities. It is our intent not to make changes to any policy before considering the impact on people with disabilities.

We will also enrich this policy within due diligence yet remain within the practicalities of reasonable business practices. Any policy adjustment that does not support, respect and promote the dignity and independence of people with disabilities will not be considered, modified or removed.

#### **4. Employment Standards**

Monaghan Mushrooms is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility in all stages of the employment cycle.

#### **5. Recruitment**

We will notify employees and the public of the availability of accommodation for applicants with disabilities in our recruitment process. As and when necessary, we will review and modify existing recruitment policies, procedures and processes. We will also specify that accommodation is available upon request for applicants with disabilities on job postings.

#### **6. Assessment and Selection**

When applications are selected to participate in an assessment or selection process, we will notify the job applicants that accommodations are available upon request in relation to the materials and processes used in the assessment or selection process.

If an applicant who has been selected requests an accommodation, we will consult with the applicant and arrange for provision of suitable accommodation taking into consideration the applicant's accessibility needs.

#### **7. Employment Offer**

The successful applicant will be notified by us when making an employment offer about our policies for accommodating employees with disabilities.

#### **8. Informing Employees of Supports**

We will inform all employees of policies that support employees with disabilities and the provision of job accommodations that take into account an employees' accessibility needs due to a disability.

#### **9. Accessible Formats and Communication Supports for Employees**

Whenever an employee with a disability requests, we will arrange for provision of suitable accessible formats and communication supports for information that is needed in order to perform the employee's duties. We will also consult with the requesting employee to determine the suitability of an accessible format or communication support.

#### **10. Information Regarding Workplace Emergency Response**

If the organization is aware of the needs for accommodation due to the employee's disability and individualized information is necessary, we will provide the employee with disability individualized workplace emergency response information including:

- Individual workplace emergency response information to a designate, if required, with the employee's permission.

- Workplace emergency response information as soon as practicable after the organization becomes aware of the need for accommodation due to the disability.
- Reviewing individual workplace emergency response information if the employee moves to another department or location within the organization or the employee requests for a change.

## **11. Individual Accommodation Plan**

The organization will develop and document individual accommodation plans for employees with disabilities. We will ensure the process for developing and documenting individual accommodation plan includes the following elements:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed individually;
- The ways that the organization can request an evaluation by an outside medical expert, or other experts to determine whether accommodation can be achieved or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also include information regarding accessible formats, communication supports (upon request), individualized workplace emergency response information, and any other accommodation provided.

## **12. Return to Work**

For employees who return to work from a leave of absence with a disability that requires accommodation, we will use our **"Early & Safe Return to Work Program" (ESRTW)**. Individual disability-related accommodations would be taken into consideration and adequate steps and processes would be followed to enable a smooth return to work for the employee. All steps and individual accommodation plans will be documented and created in discussions/consultation with the employee.

## **13. Monaghan Mushrooms Providing Goods and Services to People with Disabilities Policy**

Monaghan Mushrooms Ltd., Campbellville, Ontario is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices and Training**

We will ensure that our staff is trained and familiar with various assistive devices we may have on site or that we may provide that may be used by customers with disabilities while accessing our goods or services.

**Communication**

We will communicate with people with disabilities in ways that take into account their disability.

**Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that is open to the public.

**Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

**Notice of Temporary Disruption in Service**

We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed on the company website and at all public entrances and at the point of disruption. This notice will be provided in accessible formats as required.

**14. Assistive Devices and Alternative Service Methods and Training Policy**

<b>Policy</b>	Monaghan Mushrooms welcomes the use of assistive devices by our customers to access our products. We will ensure that employees are trained on how to interact with individuals using these assistive devices as well as alternative service methods.
<b>Definition of an Assistive Device</b>	A device used by persons with a disability to facilitate access and or independence in everyday tasks. Such devices include mobility equipment (i.e. wheelchairs and walkers) as well as portable communication devices, hearing aids, etc.
<b>Scope of Policy</b>	This policy applies to all employees, volunteers as well as anyone dealing with the public or other third parties on behalf of Monaghan Mushrooms
<b>Procedure</b>	Monaghan Mushrooms will provide necessary training to employees on how to safely and effectively perform all alternative service methods and support those using assistive devices. Monaghan Mushrooms will ensure that these devices are in good working order at all times and that our staff is able to use these devices to assist customers with disabilities.

## 15. Access of Support Persons Policy

<b>Policy</b>	All support persons are welcome on the Monaghan Mushroom premises that are open to the public and or other third parties. Employees will receive training on how to interact with individuals requiring support persons.
<b>Definition of Support Person</b>	A support person is someone who accompanies someone with a disability in order to help with communication, mobility, personal care or medical needs or with access to products or services.
<b>Scope of Policy</b>	This policy applies to employees, volunteers as well as anyone dealing with the public or other third parties on behalf of Monaghan Mushrooms.
<b>Procedure</b>	Support persons will be permitted access to Monaghan Mushrooms offices and customer services in the same manner as any other customer.

## 16. Access for Service Animals Policy

<b>Policy</b>	Persons with disabilities who are accompanied by a personal service animal are welcome on any premises open to the public when accessing Monaghan Mushrooms offices and services.
<b>Definition of a Service Animal</b>	A service animal is used by a person for reasons relating to his or her disability. In the majority of cases, this would be a guide dog. The guide dog can be easily distinguished from other dogs as it will likely be wearing a distinctive vest or harness. The vest or harness is commonly worn while the dog is working.
<b>Scope of Policy</b>	This policy applies to employees, volunteers as well as anyone dealing with the public or other third parties on behalf of Monaghan Mushrooms.
<b>Procedure</b>	Normally, people who require a personal service animal will have some supporting documentation. It is not necessary, nor desirable, to ask to see such documentation if it is obvious that the animal is providing assistance. The animal can be permitted in the offices or services areas of Monaghan Mushrooms, except where animals are

excluded by law. If the animal does not appear to be a service animal, customers will be notified that only service animals are permitted in the Office or service areas.

## 17. Communications Policy

<b>Policy</b>	Monaghan Mushrooms is committed to communicating with people with disabilities in a manner that takes into consideration an individual's disability. To do this, we are committed to training all required employees, volunteers and third party contractors in how to communicate with persons with disabilities.
<b>Definition of Communications</b>	This refers to the transference of information and can use a variety of forms including verbal, written and or visual.
<b>Scope of Policy</b>	This policy applies to employees, volunteers as well as anyone dealing with the public or other third parties on behalf of Monaghan Mushrooms.
<b>Procedure</b>	Requests for alternative methods of communication will be fulfilled as is feasible. This may be as simple as using a note pad to write down information or simply having an employee read information out loud to a customer. If a solution of accommodation is not readily available, the customer's request will be recorded and accommodated as soon as reasonably possible. The solution may require a compromise. All requests should be submitted to:

***Human Resources  
Monaghan Mushrooms Ltd.  
PO Box 58 7345 Guelph Line  
Campbellville, ON L0P 1B0  
Email: [hr.campbellville@monaghan.eu](mailto:hr.campbellville@monaghan.eu)***

## 18. Feedback Practices and Processes Policy

<b>Policy</b>	In compliance with O.Reg 429/07, the Accessibilities for Ontarians Disabilities Act, 2005, Monaghan Mushrooms has established a feedback process specifically for the accessibility of our customer service. Feedback is accepted in the following formats: in person, by telephone, email, or using other submission formats
<b>Scope of Policy</b>	This policy applies to employees, volunteers as well as anyone dealing with the public or other third parties on behalf of Monaghan Mushrooms.

## Procedure

To provide feedback, employees or customers can submit using the following methods:

**By email:** [hr.campbellville@monaghan.eu](mailto:hr.campbellville@monaghan.eu)

**By mail:** PO Box 58, Campbellville, ON L0P 1B0

**In Person:** Human Resources Department  
7345 Guelph Line, Campbellville, ON L0P 1B0

**By phone:** 905 878 9375

**By fax:** 905 878 78914

Customers are welcome to leave their contact information should they like to receive a response. Feedback will be directed to Human Resources and complaints will be addressed in accordance with Monaghan Mushroom policies and procedures.

The ultimate goal of Monaghan Mushrooms Ltd., is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. However, we are always looking for ways to improve our services and correct any problems or difficulties that may arise. Necessary corrections will be implemented during our review of any customer comments.

Feedback regarding the way our office and our staff provide goods and services to people with disabilities can be directed to our organization by mail, email, and phone or in person. Customers should expect a response within 48 hours via email or by phone. All feedback should be directed to:

### **Human resources Department**

**Monaghan Mushrooms Ltd.**

**PO Box 58, 7345 Guelph Line**

**Campbellville, ON L0P 1B0**

**905 878 9375, ext. 5213**

Email: [hr.campbellville@monaghan.eu](mailto:hr.campbellville@monaghan.eu)

## **19. Availability of Accessible Customer Service Documents**

We will, upon request, provide documentation in an alternate format to any person. Requests for accessible customer service documents can be made to the front office staff, manager or supervisor on duty. If a person with a disability requests a copy of this policy, we will provide the policy, or the information contained within the policy, in a format which takes into account the person's disability.



**CUSTOMER SERVICE ACCESSIBILITY FEEDBACK FORM**

Thank you for visiting and shopping at Monaghan Mushrooms in Campbellville, Ontario. We value all of our customers and strive to meet everyone’s needs. In order to serve you better, we ask that you complete the following few questions.

Please tell us the date and time of your visit: \_\_\_\_\_

Did we respond to all of your customer service needs today? \_\_\_ yes \_\_\_ no

\_\_\_\_\_  
\_\_\_\_\_

Was our customer service provided to you in an accessible manner? \_\_\_ yes \_\_\_ no \_\_\_ somewhat

\_\_\_\_\_  
\_\_\_\_\_

Please provide comments regarding how we could serve you more effectively.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did you have any problems accessing our goods and services? \_\_\_ yes \_\_\_ no

- *If you answered yes, please explain:*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please add any other comments you may have:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact information (optional)

\_\_\_\_\_  
\_\_\_\_\_

Thank you. We appreciate your feedback and take your responses seriously.  
**Please note:** *There may be privacy implications for organizations collecting personal information. Providers should seek their own legal advice regarding the privacy implications of collection personal information in this manner.*