



## MULTI-YEAR ACCESSIBILITY PLAN

### Introduction

Weil's Food Processing Ltd. is committed to ensuring equal access and participation for people with disabilities. We are dedicated to removing barriers and fostering an inclusive environment that maintains the dignity, privacy, and independence of all individuals. Our single-level facility is designed with accessibility in mind, providing additional eating and changing areas to meet the diverse needs of all personnel. We ensure policies and procedures are readily available in written and audio formats in multiple languages to support the variety of learning styles within our workforce. These materials are also covered in our annual training sessions to ensure effective communication of relevant information.

We value confidentiality and encourage open communication regarding health, safety, and accessibility concerns. Feedback from personnel is reviewed at a management level to address any issues promptly. We are committed to continuously improving access to our facilities, goods, and services for all stakeholders.

This plan outlines our commitment to meeting the **Accessibility for Ontarians with Disabilities Act (AODA)** requirements and ensuring that we contribute to making Ontario an accessible province for all. The plan will be reviewed and updated at least every five years to ensure its relevance and effectiveness.

### **Section 1: Past Achievements to Remove and Prevent Barriers**

#### Customer Service

- **Compliance with Customer Service Standards:** We have ensured compliance by providing accessible formats for customer communication and enabling support for those with disabilities as needed.
- **Feedback Mechanism:** We have established a system for customers to submit feedback, including email and phone submissions.
- **Barrier Identification and Resolution:** We regularly review feedback to identify and address barriers to accessibility in our services.

#### Information and Communications



- **Accessible Formats and Communication:** Essential communications are available in multiple accessible formats.
- **Training in Accessible Communication:** All personnel are trained on creating and providing information in accessible formats and communication methods.

## **Employment**

- **Inclusive Hiring Practices:** We have established inclusive recruitment policies that encourage individuals with disabilities to apply. During the hiring process, we offer accommodation based on individual needs.
- **Support for Employees with Disabilities:** We provide ongoing support for employees with disabilities to ensure equal opportunities and a positive work environment.

## **Procurement**

- **Accessible Procurement Policies:** Where applicable, we ensure that third-party goods or services we procure comply with accessibility standards.

## **Training**

- **Employee Training on Accessibility:** All staff have received training on the AODA, including how it impacts their work duties and responsibilities.

## **Section 2: Future Strategies and Actions**

### **Customer Service**

- **Ongoing Staff Training:** We will continue to provide training for all new employees and refresher courses for existing employees to ensure they understand how to meet the accessibility needs of our customers.
  - *Timeframe: Ongoing, with annual training updates.*

### **Information and Communications**

- **Expanding Accessible Formats:** We will continue to ensure that all new



communications are accessible and will develop a system to quickly convert existing materials into accessible formats when requested.

- *Timeframe: Ongoing.*

## **Employment**

- **Ongoing Employee Support:** We will implement additional support programs for employees with disabilities, including workplace modifications and specialized training.
  - *Timeframe: Ongoing.*

## **Procurement**

- **Inclusive Procurement:** We will continue to evaluate and select suppliers that adhere to accessibility standards.
  - *Timeframe: Ongoing.*

## **Training**

- **Regular Accessibility Training:** We will continue to provide training on accessibility requirements and update the training content to reflect any changes in legislation or policies.
  - *Timeframe: Ongoing, with new employee onboarding and annual refresher training.*

## **Public Availability and Accessibility of the Plan**

This accessibility plan is publicly available on our website and will be updated as required. If you need the plan in an accessible format, please contact us and we will provide the requested format in a timely manner and at no cost. Our commitment is to ensure that our accessibility plan is available in accessible formats that accommodate individual needs.

## **For More Information**

For more details on this accessibility plan and to request accessible formats of this document, please contact:

Department: Human Resources



Phone: 519-551-2806 Extension: 5

Email: [hr@weilsfood.ca](mailto:hr@weilsfood.ca)

### **Acknowledgment of AODA Compliance**

Weil's Food Processing Ltd. is committed to ensuring that our operations and facilities remain compliant with all applicable **AODA** standards. We will continue to monitor and update our policies and procedures to meet the needs of individuals with disabilities. This plan will be reviewed and updated at least once every five years, as required by the **AODA**, to ensure continued compliance.

### **Conclusion**

Weil's Food Processing Ltd. is dedicated to the principles of dignity, independence, integration, and equal opportunity for people with disabilities. We are continuously working to remove barriers and improve accessibility within our organization. Our **Multi-Year Accessibility Plan** reflects our ongoing efforts to meet the needs of all stakeholders, in compliance with **AODA**.