

BARRIE HILL FARMS MULTI-YEAR PLAN 2023-2026

Introduction

Barrie Hill Farms is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

This Multi-year Accessibility Plan provides an overview of Barrie Hill Farms's commitment to accessibility planning and outlines the policies, achievements, and actions that Barrie Hill Farms has put in place to improve opportunities for people with disabilities and those actions we will undertake to identify, remove and prevent barriers to people with disabilities.

The current plan covers a three-year period (2023 - 2026).

Statement of Commitment

Barrie Hill Farms 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. Barrie Hill Farms has developed policies, procedures, and practices consistent with the principles of dignity, independence, integration, and equal opportunity. All documents are available upon request from Barrie Hill Farms.

Our accessibility plan is designed to ensure we meet legal requirements and increase inclusive and equitable treatment of people with disabilities.

To facilitate this commitment, Barrie Hill Farms will establish, maintain, and document a multi-year accessibility plan, that will be reviewed and updated every year to identify progress made in addressing barriers and it will be posted on the Barrie Hill Farms website.

OBJECTIVES

The objectives of this plan will be to:

- Describe the process by which Barrie Hill Farms identifies, removes, and prevents barriers to people with disabilities.
- Describe the measures that Barrie Hill Farms has taken to fulfill the accessibility requirements within the Customer Service Standard and IASR.
- Describe the measures that Barrie Hill Farms will take within the next three (3) years to meet the minimum requirements set out within the IASR legislation.
- Describe Barrie Hill Farms's strategy related to the training, awareness, communication, and integration of accessibility into the culture of the organization.
- Describe the ways that Barrie Hill Farms will make this accessibility plan available to the public.

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Mandate

- The objective of the Barrie Hill Farms Accessibility Plan is to ensure that the Organization complies with AODA by identifying and facilitating the removal of barriers to equal access among persons with disabilities, including clients, their families, visitors, employees, and volunteers.
- This plan will be reviewed annually to address the outcomes of the deliverables and activities as stated in this plan and contribute to changes of this plan as required. Following the review, the updated plan will be placed on our website and made available on request.

Methods used to identify Barriers at Barrie Hill Farms

Barriers have been identified by Barrie Hill Farms. Feedback can be received by writing to us via email, telephone, mail, or in person. Compliments/complaints are welcomed to ensure we are continuously improving our processes and services, doing so in a manner which is equitable and accessible for all. The Program Manager will be notified of any complaints received and logged related to accessibility issues and will be responsible to request action be taken by the appropriate functional area within the organization. Such feedback will also form part of the content of the Accessibility Plan, within the following areas: Customer Service, Information and Communication, Employment, Transportation and Built Environment.

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What we have accomplished - Actions taken to Date

Information / Communication	Diversified communication	Use plain language, keep brochures clean and clear	Complete
Category of Barrier	Barrier Within Barrie Hill Farms	Means to Prevent or Address Barrier	Status
Customer Service/ Organizational	AODA Policy	Created a Barrie Hill Farms AODA Accessibility Plan for staff and customers	Complete
Training	AODA Customer Service Training	Employees receive AODA Customer Service Training and review Barrie Hill Farms AODA plan during new hire orientation. Existing employees were also provided the training. All staff sign that they have read and understand these policies.	Complete
Information / Communication	Diversified communication methods: Employees:	Use plain language, keep brochures clean and clear. Converted existing policies and procedures to digital for ease of multi format posting Use a variety of methods for communicating with employees including face-to-face, email, phone, text, newsletter, communication app, whiteboards, and online scheduling system to allow for different communication methods and varied learning methods.	Complete Complete Complete
	Customers:	Use a variety of methods for communicating with customers including: face-to-face, email, phone, text, newsletter, social media such as Instagram and FB to allow for different	Complete

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		communication methods.	
Training	Diversified training methods to accommodate all staff.	Training is completed in multiple formats including: hands on, tours, written documents, training workshops, online, and personal instruction.	Complete
Technology	Assistive devices, Accessible formats and communication supports.	Use a variety of communication methods: social media, website, telephone, in person, brochures & fliers	Complete
Employment	Job competition accessibility notification.	<p>Job postings identify and note if candidate requires accommodation to put in a request to HR</p> <p>Employment package stating accommodations available to special needs</p> <p>Employment statement is included on our website.</p> <p>Established an emergency response form for employees that identify with needing special assistance in the event of an emergency.</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>
Physical Environment (Built Environment)	<p>Directional Signage</p> <p>Accessible seating</p> <p>Accommodations for those who need a rest while shopping</p>	<p>Working on better clearer signage</p> <p>Replaced picnic tables with table and chairs that are more accessible</p> <p>Seating throughout the store</p>	<p>In Progress</p> <p>Complete</p> <p>Complete</p>

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	Wheelchair accessible parking.	Clearly signed parking	Complete
General	Accessibility Plan - mandatory requirement	Developed a multi-year Accessibility Plan for Barrie Hill Farms which outlines our strategy to prevent and remove barriers and meet the Act; do an annual update of the plan on actions completed and new actions proposed and annual 'status report' for AODA.	Complete
Category of Barrier	Barrier Within Barrie Hill Farms	Means to Prevent or Address Barrier	Status
Customer Service	Clean and clear marketing	Large print posters and brochures, with high contrast colour and clear layouts	In Progress
Information/ Communication	Improve communication regarding AODA	Link to the plan on our website Post status updates on our multi-year plan on our website Information available in multiple formats	In Progress
Training	Continuous update regarding policies & procedures	Attitudinal training for employees Training on the Integrated Accessibility Standards Regulation and Human Rights Code as it pertains to persons with disabilities	Seasonally
Technology	Improve access to web site for a range of disabilities	Review legislative requirements and how to apply to website.	In Progress

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(Built Environment)	Accessible PYO Experience	Purchase of 10 new accessible wagons to facilitate accommodating those with restrictive mobility to allow easier access	Completed
General	Attitudinal Barriers	Train staff to interact and communicate with people with different types of Assistive devices, Accessible formats and communication supports disabilities.	In Progress
Information/ Communication	Services are provided only in English.	Ensure employees are informed and can access interpretative language services upon request for customers or welcomes a support person to assist customer.	Not Started
Employment	Accommodation in return to work	Have a written return to work strategy implemented which outlines the steps the employer takes to facilitate the return to work and include and individual accommodation plan. Currently provide accommodation plans for employees with disabilities.	In Progress
Systemic	No leadership or accountability to address issues related to people with disabilities.	Designate a contact person to implement accessibility policies and procedures.	Completed