



# Huebel Grapes Estates Accessibility Plan and Policy

## *Message from the CEO*

Huebel Grapes Estates is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## *Introduction*

This Accessibility Plan outlines the policies and procedures that Huebel Grapes Estates has put in place to prevent and remove barriers for persons with disabilities, and to meet the requirements of Ontario's Accessibility for Ontarians with Disabilities Act (AODA).

Huebel Grapes Estates is committed to maintaining a workplace characterized by professionalism and respect for the dignity of all individuals. Every employee is expected to respect the diversity of other employees, customers and other third parties with whom they interact.

We are committed to meeting the accessibility 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 AODA.

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

This document includes a summary of the accessibility initiatives Huebel Grapes Estates has completed.

### Customer Service

- Updated customer feedback process to allow feedback through multiple channels – through website, phone, email, or in-person

### Information and communications

- Converted policies and procedures into a digital file for easy conversion to accessible format
- Created a companywide OneDrive to allow for accessible access to company policies and procedures



## ***Section Two: Strategies and Actions***

### **Accessible Emergency Information**

Huebel Grapes Estates will provide employees with disabilities with individualized emergency response information, when necessary. We are also committed to providing our customers with publicly available emergency information in an accessible way, as applicable and upon request.

### **Training**

Huebel Grapes Estates is committed to training all staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train all persons who participate in developing the organizations policies and all other persons who provide goods, services, and facilities on behalf of the organization.

Training for employees on accessibility relates to their specific role and includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Support for Persons with Disabilities**

Huebel Grapes Estates recognizes the principles of independence, dignity, integration and quality of opportunity, and the importance of openly communicating and responding to disabled clients' needs to provide them with excellent service. We will make every effort to provide



accessibility and accommodation in ways that consider the person's disability and accessibility needs. For example, we will:

- accommodate an individual's assistive devices that help them perform everyday tasks;
- welcome service animals on our premises that are open to the public and other third parties, to the extent permitted by law; and
- welcome support persons who accompany a person with a disability.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

### **Service Animals**

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

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Feedback Process**

Huebel Grapes Estates welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways: through website, email, phone and/or letter.

All feedback, including complaints, will be handled in the following manner: Feedback will be directed to management and customers can expect to hear back in 14 days.



## Notice of Availability of Documents

Huebel Grapes Estates notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the company website.

## Information and Communications

Huebel Grapes Estates is committed to meeting the communication needs of persons with disabilities. We will consult with persons with disabilities to determine their information and communication needs. Huebel Grapes Estates will ensure compliance with the required criteria of Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

We will continue to ensure that feedback processes are accessible to persons with disabilities, including providing accessible formats and communication supports, upon request.

## Employment

Huebel Grapes Estates is committed to maintaining a workplace characterized by professionalism and respect for the dignity of its employees, where all individuals have an equal opportunity to reach their potential, free of discrimination, including harassment and violence. We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.

Huebel Grapes Estates has put policies and/or processes in place to:

- Provide training to those involved in hiring processes, on AODA requirements and disability-related requirements in the recruitment process;
- Notify employees and members of the public that, when requested, Huebel Grapes Estates will accommodate persons with disabilities during the recruitment and assessment process;
- Notify successful applicants of Huebel Grapes Estates' policies for accommodating persons with disabilities during their offer of employment, and on an ongoing basis should there be changes to Huebel Grapes Estates' policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability;
- Determine suitable accommodation, by consulting with the employee, that takes into account the employee's accessibility needs due to a disability;
- Arrange for the provision of accessible formats and communication supports for employees, upon request and in consultation with the employee, for information that is needed in order to perform job duties and for information generally available to employees in the workplace;



- Develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability; this includes a template for individual accommodation and return-to-work plans;
- Ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and advance processes;
- Prevent and remove other accessibility barriers as or if identified.

### *Changes to Existing Policies*

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

This plan will be reviewed, and updates made as required, at least every five years.

Questions/Feedback For more information on this Accessibility Plan or to request an alternate format of this document, please contact:

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