



**United Floral Distributors
AODA Multi-Year Accessibility Plan and Policies**

Introduction

United Floral Distributors is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and any expected upcoming legislations 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.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that United Floral Distributors (UFD) has taken and the work underway to improve opportunities for people with disabilities.

Statement of Commitment

United Floral Distributors is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion 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.

United Floral Distributors is committed to develop, implement and maintain policies that govern how we achieve or will achieve accessibility through meeting this Regulation. To facilitate this commitment, United Floral Distributors has established, maintained and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers. In compliance with set regulations, this accessibility plan will be posted on the United Floral Distributors website.

Standards of Accessibility under AODA: General Requirements

1.1 - Accessible Emergency Information

United Floral Distributors is committed to providing customers with publicly available emergency information, plans or public safety information in an accessible way upon request. UFD will also provide employees with disabilities with 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. UFD has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. UFD will continue to review the individualized workplace emergency response

plans when necessary i.e. the location of the employee changes and/or there is a change in disability.

1.2 - Accessibility policies and plans

UFD has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

The Integrated Accessibility Standards Regulation (IASR) is incorporated into UFD's Code of Business Conduct. Our policy requires that the Code of Business Conduct must be read, reviewed and signed by every employee upon hire, and as part of the annual performance review process for all employees. Policy Review takes place annually.

1.3 - Training Accessibility

UFD does and will provide training to employees on Ontario's accessibility laws and standards, and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties and needs of employees. In addition, employees may require training on one or more of the standards—information and communications, employment or transportation, as it relates to the duties and responsibilities of their position.

United Floral Distributors has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees complete training within 30 days of employment.
- Keep and maintain a database of the training participant's names and dates of completion.

2.0 Customer Service Standard

UFD 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 or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability 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 unless the animal is otherwise excluded by law.
- UFD employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

The following measures have been implemented by UFD:

- Senior management will present and/or revise as required accessibility practices and procedures.
- The UFD AODA Accessible Plan and Policy is published on our website.

- Completion of training of all employees is tracked and recorded.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way United Floral Distributors provides goods and services to people with disabilities. This feedback can be made: verbally, by e-mail, by feedback card or in writing. All feedback is directed to the Human Resources department
- A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to ensure UFD's premises with their support person and service animal. 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 his or her support person and/or service animal while on our premises.
- Report compliance on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.

3.0 - Information and Communications Standard

UFD is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

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

- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person. These processes are available on our website.
- UFD has ensured all new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014 and conforms to WCAG 2.0, Level AA.

4.0 - Employment Standard

UFD is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, United Floral Distributors will accommodate people with disabilities throughout the recruitment and onboarding process.

Contact Details

For more information on this accessibility plan, please contact:

United Floral Distributors

1050 Canboro Road, Fenwick, ON L0S 1C0

Phone: 905-892-4766 or Toll Free 1-888-833-3597.

The receptionist will direct the call to the Human Resources department or the appropriate program manager or director.

Email: reception@ufdcanada.com.

Standard and accessible formats of this document are available free upon request.