

Sunrite Greenhouses Ltd.  
Multi-Year Accessibility Plan 2023-2028

This document can be made in alternative formats upon request

Message from the President:

Sunrite Greenhouses Ltd. is a privately-owned greenhouse operating in Kingsville, ON. The Sunrite team is comprised of many dedicated, hard-working employees whom allow the company to realize its goal of providing the highest quality of product possible for our customers. The safety and well-being of our employees are Sunrite's top priority including but not limited to ensuring accessibility to all workers equally, without discrimination, and barring in mind the dignity and respect of each individual.

Although Sunrite does not currently employ any individuals with disabilities, we believe in hiring talented and qualified people without discrimination, and will accommodate employees with disabilities in any manner that will allow the employee to carry out their job duties with independence and confidence.

Sunrite has been diligent in ensuring that accessibility in various areas of our facility is available including wheelchair accessible entrances, exits and washrooms. We will continue to assess and remove barriers to allow those with disabilities greater access to our facilities now and in the future.

Our Commitment Statement as featured in our company policy is as follows:

*We are committed to ensuring accessibility as well as equal opportunities to all employees, applicants and the visiting public with disabilities. We believe that those who visit and/or work at our facilities are entitled to do so safely, independently, and with dignity.*

*We are committed to upholding our company accessibility policy to ensure those with disabilities are accommodated as efficiently and promptly as possible, and that no barriers will interfere with their ability to access the areas necessary to work or visit while on site. Should a person with disabilities find that a barrier or barriers exist while at one of our facilities, we will ensure that the barrier is removed or modified in accordance with Ontario Accessibility Laws as well as the Ontario Human Rights Code.*

Through innovation and compassion, we will continue to embrace and build employment diversity, as well as improve our current accessibility methods which aim to ensure that those with disabilities have no obstacles that will prevent them from carrying out their intended purposes while on-site at Sunrite Greenhouses Ltd., in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) as well as the Ontario Human Rights Code.

Sincerely,

Carl Mastronardi  
President  
Sunrite Greenhouses Ltd.

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## **Introduction**

The following document is a summary of Sunrite Greenhouses Ltd.'s current practices, as well as future plans to remove barriers and create accessibility throughout our facility in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

Sunrite Greenhouses Ltd. is a privately-owned greenhouse of fresh produce located in Kingsville, Ontario Canada. We operate year-round with the help of our dedicated staff who make our ever-growing success possible. We currently have no employees or regular visitors with disabilities, but are nevertheless preparing for the possibility, as we believe that individuals with disabilities should be able to move freely through our facility with no limitations. We are an equal opportunity employer and will welcome any applicants or employees with disabilities to join our team so long as they are qualified for the job for which they have applied, just as any employee should be.

This multi-year plan will outline our current achievements in creating an accessible facility, as well as our future plans for improving on our current developments. Sunrite will make every reasonable effort to remove barriers in accordance with the law, and as necessary to accommodate individuals in any way fitting to their needs.

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

As explained in our introduction, Sunrite Greenhouses Ltd. does not currently have employees with disabilities, however, the company has made efforts to ensure the facility is made accessible. The building including the greenhouse for Sunrite is all at ground level, making it wheelchair accessible.

There has been no need for modifications or accommodations to our current practices as of yet, however, Sunrite is open to providing any assistance necessary as the need arises. We are aware that as we move forward and grow in business, barriers become present for future employees and the company will address and remove these barriers as quickly and sensibly as possible.

### **Customer Service**

Sunrite Greenhouses Ltd. is not a retail store. Our customers make their own arrangements for transportation in order to pick up our product. Our receiving docks are typical in this industry and in accordance with related safety standards. Should this change at any point, modifications will be made to remove barriers so that all customers are able to purchase our product at our facility with no limitations as a result of the disabilities that may be present, however there are no plans at this time that the company will move in this direction.

### **Information and Communication**

Our documentation, policies and procedures are available in either Microsoft Word or PDF Format.

Microsoft Word allows our staff to check the accessibility of our documents and provides recommendations to ensure that we are capable of sending an accessible version to people with disabilities. Adobe offers an accessible version of the documents that we save in this format with the same capabilities as well as a read aloud option.

Microsoft Outlook also provides a read aloud option for emails for those with visual impairments. Some of our staff are provided with work phones, all of which are iPhone brand, which include talk-to-text technologies and are all synced for maximum communication. Sunrite does not currently have a website for this business. However, all necessary documents can be made available in computer printed and electronic versions in an accessible format upon request.

As well, necessary policies and notices affecting all employees are posted on company bulletin boards and/or high traffic areas of the facility. Should an employee with a disability require an alternative means for receiving information, an appropriate format will be provided to them in a timely manner and at no extra costs to the person or people with disabilities.

## **Employment**

Sunrite Greenhouses Ltd. is an equal opportunity employer. We have a diverse team consisting of various genders and nationalities. Although we have not had any potential employees with disabilities apply to join our team, we welcome any applicants with disabilities to do so. Employees still must meet specific qualifications with regards to physical or modified physical abilities, as well as other related credentials including experience and education. The company must be informed of any limitations prior to a job interview so that accommodations can be made for the interview itself.

## **Training**

Employees are provided with necessary training during orientation with respect to company policies as well as the emergency evacuation plan. Designated employees are have received and are certified in First-Aid and Medical Assistance. With regards to employees with disabilities, designated employees would be assigned to play a role in the safe evacuation of the employee with disabilities, and receive training necessary to carrying out their specific duties.

Should an individual with disabilities join our team, any employees that may need to provide any type of assistance will be trained accordingly.

## **Section Two: Strategies and Actions Planned for 2023-2028**

The following section is summary of our action plan moving forward to better accommodate individuals with disabilities. At any time, these plans may change or be added to as necessary in accordance with Provincial Legislation and Regulations. Our action plans may not be in use or implemented until such time that an individual with disabilities requires it, however, Sunrite is diligent in remaining prepared for such a time in order to accommodate individuals in an efficient and timely manner.

### **Customer Service**

Our customer's needs will be continually assessed to determine whether barriers exist and what needs to be done to remove said barriers in order to provide the optimal level of customer service reasonably possible. At this time, our customers do not visit our site, and instead arrange transportation carriers and drivers to receive product from our warehouse for sale and distribution. Our operation has not required modification yet, but will be assess on an as needed basis.

### **Information and Communication**

Sunrite Greenhouses Ltd. will expand how and where the information necessary to our employees and to the public is available. Using our parent company Del Fresco Product Ltd.'s website, we will post this policy and any other information needed to ensure the information required to be publicly available is. This website is under construction and is set to be completed by June 1<sup>st</sup>, 2023 to fully comply with Accessibility Standards.

As mentioned earlier our company supplies iPhone Brand products to a selection of our employees and have begun research on other compatible products, as well as various software solutions that can be used should the need arise. The purchasing of any additional products with occur on an as needed basis.

## Employment

Our company policy has been updated to include a more concrete process for determining the needs of employees with disabilities. Included in our policy are the Employment Emergency Information Worksheet, and the Employee Emergency Response plan. Upon hiring an employee with a disability, management will work with the employee to implement procedures that would be used in the event of an emergency to ensure the safe response and evacuation plan for the individual(s) with disabilities.

Employee health and safety is a very high priority, and all information provided must be honest in order to provide the most efficient plan. All information is kept confidential, and only designated employees will be privy to said information or a portion of said information in order to participate or execute the emergency response plan.

Although the company has always been understanding and diligent in supporting employees by any means necessary, an Employee return to work policy has also been developed to assist employees whom have acquired a disability, whether work-related or not, with returning to either the original job, modified duties, or a new position all together. We will continue to develop this plan to include a list of modified duties and accommodations that will be available to ensure a smooth return to work process.

New recruits will be informed either directly in the job advertisement, or dependent on the cost advertising directly when contacted upon receiving an application, of the following company statement:

*Sunrite Greenhouses Ltd. is an equal opportunity employer. We welcome applications and inquiries from people with disabilities. Please inform us of any accommodations necessary for any part of the selection process.* In addition to this statement, our commitment to accessibility and working with individuals to provide accommodation will be outlined in an official job offer along with the necessary forms to begin the process. This is in accordance with Integrated Accessibility Standards (IASR or Ontario Regulation 191/11).



## **Training**

Our Employee Orientation Handbook will be reviewed and revised to further outline our efforts in accommodation, as well as our updated policies and procedures including but not limited to our Accessibility Policy and our Return-to-Work Policy, as well as a summary of Rights under the Human Rights Code. Included in our training will be a brief summary outlining to all employees that failure with respect individuals with disabilities will result in disciplinary action. Individuals with disabilities deserve to complete their job with dignity and without limitation, and be given the same opportunities to succeed that anyone else would be given. Poor employee attitude towards a fellow employee, insults, discrimination, violence and harassment of any kind will not be tolerated and addressed immediately and in appropriate manner.

It will be assessed upon hiring a person with a disability what training that employee may need and the best way to accommodate training for that individual. Employees working directly with an individual with disabilities may need training as well which will be provided as needed.

## Appendix A – Definitions

**Accessibility** – making available to people of all varying abilities equal opportunity to participate fully in everyday life. Whether it is physically accessing a building or property in both private and public space, or receiving information in its complete and intended capacity, accessibility defines the level of limitations a person will experience while participating in various activities. It is the ability to access and benefit from a location, system, product or service.

**Barrier** – is an obstacle or limitation of access which will prevent a person from fully experiencing a product, service or event or participating in an activity. Barriers are not necessarily intentional but can and will occur if appropriate consideration is not given to individuals with disabilities.

**Disability** – According to the Ontario Human Rights Code, R.S.O 1990, c. H. 19, the definition of disability is as follows:

*disability” means,*

*(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,*

*(b) a condition of mental impairment or a developmental disability,*

*€ a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,*

*(d) a mental disorder, or*

*€ an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)*

Appendix B – Accessibility Initiative 2023-2028

Accessibility Initiatives	Actions to be taken	Timeframe
<p><b>Accessible Customer Service</b> At this time Sunrite Greenhouses Ltd. is not a retail store. Our customers do come to our facility for our products, but rather send transport drivers or third-party carriers. Standard loading docks are provided.</p>	<p>Sunrite will continue to assess our customer’s needs and make accommodations as necessary. Should our current methods of operation change our policies and procedures will be updated to support our new practices.</p>	<p>Ongoing 2023-2028</p>
<p><b>Information and Communications</b> Addressing barriers to providing information and communication in accessible formats.</p>	<p>Sunrite will continue to research available products and service to best provide accessible formats as the need arises. We will continue to create accessible documents in WORD and PDF formats as well, to keep accessible formats readily available.</p>	<p>Ongoing 2023-2028</p>
<p><b>Employment</b> Addressing Employment Barriers at Sunrite</p>	<p>Sunrite will ensure that all new recruits are well informed of our company policies and of our equal opportunity philosophy by openly communicating to those with disabilities that they are all welcome to apply for any job position, and accommodations will be made throughout the selection and hiring process.  Future employees with disabilities will utilize our Employee Information Worksheet and aid in the development in their personal Emergency Response Plan.</p>	<p>Ongoing 2023-2028</p>
<p><b>Training</b> Addressing Training Barriers for employees at Sunrite as well as new recruits</p>	<p>Training material will be provided in an accessible format tailored to the individual employees needs. Training will be provided to current employees as necessary in participating in the assistance of a person with disabilities in a crisis or emergency situation.  Training will be provided as necessary to employees who may be required to assist an employee with disabilities as part of an accommodations plan. This could include but is not limited to, learning to use a new software, equipment etc....  Employee Handbook will be updated to include a summary of our accommodation and return to work policies and as well as the Ontario Human Rights Code.</p>	<p>Ongoing 2023-2028</p>