



**Eliminating Barriers:  
Kawartha Dairy Limited  
Statement of Commitment  
Multi-Year Accessibility Plan**

**Kawartha Dairy Limited**  
**AODA ACCESSIBILITY PLAN AND COMMITMENT**

**2012-2017 Multi-Year AODA Accessibility Plan**  
**(Integrated Standards)**

**SECTION 1: Executive Summary**  
**Kawartha Dairy`s Commitment to Accessibility**

**Introduction and Statement of Commitment:**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the AODA). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulation (ISAR) under the AODA requires that effective January 1, 2013, Kawartha Dairy Limited establish, implement, maintain and document a multi-year accessibility plan which outlines the organization`s strategy to prevent and remove barriers for persons` with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Kawartha Dairy Limited:

- Customer Service
- Information and Communications
- Employment, and
- Proposed Accessibility Standards for the Built Environment

This multi-year plan outlines Kawartha Dairy Limited`s strategy to prevent and remove barriers to address the current and future requirements of AODA, and in order to fulfill the Kawartha Dairy`s commitment as outlined in Accommodation on the Basis of Disability Policy.

**Multi Year Accessibility Plan**

The following pages outline Kawartha Dairy`s Multi-year Accessibility Plan chronologically by the year in which each initiative will be completed. It also documents barriers to accessibility that have already been removed to date. Within each year there may be initiatives from one or more of the five accessibility standards. The individual or department responsibility for each compliance component is also identified within this plan.

In accordance with the requirements set out in the IASR, Kawartha Dairy will:

- Establish, review and update this plan in consultation with management and worker representation
- Provide this plan in an accessible format, upon request; and

- Review and update this plan at least once every five years.

## **Integrated Accessibility Standards – Ont. Reg 191/11**

### **Information and Communications Standards**

Kawartha Dairy is committed to meeting the communication needs of people with disabilities.

### **Accessible Formats and Communication Supports**

Except as otherwise provided by the AODA, Kawartha Dairy shall, upon request, and in consultation with the person making the request provide or make arrangement to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be made in a timely manner, taking into account the person's accessibility needs.

### **Accessible Websites and Web Content**

Kawartha Dairy will take the following steps to make all new websites and content on these sites comply with World Wide Web Consortium – Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

### **Emergency Procedures, Plans and Information**

Kawartha Dairy shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports in a timely manner.

### **Employment Standards**

Kawartha Dairy through the Human Resources Department is committed to fair and accessible employment practices.

### **Accessible Formats and Communication Supports for Employees**

Upon an employee's request, Kawartha Dairy shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- (a) Information that is needed in order to perform the employee's job; and
- (b) Information that is generally available to employees in the workplace

### **Document Individual Accommodation Plans for Employees**

Kawartha Dairy shall develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. The written process shall include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.

Kawartha Dairy Limited – AODA Statement of Commitment

3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if the accommodation can be achieved and, if so, how the accommodation can be achieved.
4. The steps taken to protect the privacy of the employee's personal information.
5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
6. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. Alternatively, if an individual accommodation plan is denied, the manner in which the reasons for denial will be provided to the employee.

Individual accommodation plans shall include, if requested, any information regarding accessible formats and communication supported provided. They shall also include, if required, individualized workplace emergency response information.

### **Employee Supports**

Kawartha Dairy will inform employees of the policies used to support employees with disabilities, including policies and provisions of job accommodations that take into account an employee's accessibility needs due to disability. Kawartha Dairy will provide this information to new employees as part of the orientation process. Ongoing information and changes will be provided to employees whenever there is a change in existing policies on the provision of job accommodation.

### **Performance Management, Career Development, and Redeployment**

When using its performance management process, or when providing career development and/or advancement opportunities, or when redeployment, Kawartha Dairy shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.

Kawartha Dairy will take the following steps to prevent and remove accessibility barriers identified that pertain to employment.

### **Recruitment**

The company will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- A review and, as necessary, modifications of existing recruitment policies, procedures and processes
- Specifying that accommodation is available for applicants with disabilities verbally upon invitation to be interviewed as well as on the company's job postings where possible.
- Working with suppliers to ensure external Web pages are compliant with the Information and Communications Standards under the IASR's requirement
- Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for materials to be used in the process are available, upon request. Kawartha Dairy shall consult with any applicant who requests accommodation in a

manner that takes into account the applicant's disability. Successful applicants shall be notified about Kawartha Dairy's policies for accommodating employees with disabilities as part of their offer of employment.

### **Return-to-Work Process**

Kawartha Dairy has in place a documented return to work process for its employees who have been absent from work due to an injury. The company will develop and have in place a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Documented individual accommodation plans shall be part of the process.

### **Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the company is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance.

### **Transportation Standards**

While the company is not primarily in the business of transportation, we do on very limited occasions provide or arrange for transportation services for certain company related functions such as the annual Christmas party. In these instances, accessible transportation will be provided (upon request) for persons with disabilities. Staff will be advised that individuals are responsible for their own accessibility needs when they are to provide their own transportation.

### **Proposed Accessibility Standards for the Built Environment**

When the standard is finalized and comes into force, the company will ensure that any applicable requirements set out in the standard are followed.

### **Accessibility Sub-committee Group Members**

The role of the Accessibility Sub-committee is to assist Kawartha Dairy in achieving full participation of persons with disabilities in through the identification, removal and prevention of barriers to access meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code.

The Accessibility Subcommittee is an advisory committee that is responsible for:

- monitoring and review the implementation of Kawartha Dairy's Disability Action Plan;
- developing and review policy regarding staff with disabilities;
- providing advice and recommendations to Kawartha Dairy management regarding the: implementation of a Disability Action Plan; and provision of resources to staff with disabilities

**Composition of the Accessibility Subcommittee**

Cindy MacMillan, Manager, Human Resources

Tom Legere, Manager, Marketing

Lynda Byers-Hotrum, Supervisor, Fluid Production

Erin Veldman, Quality Assurance Technician

**SECTION 2: Multi-year Accessibility Plan****Barrier Identification Methodology**

The 2012-2017 AODA Multi-year Accessibility Plan that follows was developed in consultation with the Kawartha Dairy Accessibility Subcommittee and management.

**Reviewing and Monitoring Progress**

The Accessibility Sub-committee will meet quarterly at a minimum to review progress once the Plan has been approved (endorsed) by the VP&GM and Shareholders. It will engage working committees as needed and ask for regular updates from experts and key stakeholders. Annual reports will be completed starting January 2014 by the Human Resources Department.

**Communication of the Plan**

The Plan will be sent electronically to all department supervisors/managers to refer to as needed or to have available upon request. If a customer requests a copy we will make the information available to them upon request and in a manner that takes into account their disability.