



LINWELL GARDENS

**LINWELL GARDENS
Multi-Year Accessibility Plan**

01. Customer Service Standards

Linwell Gardens is committed to developing, reviewing, and maintaining a policy that complies with the Customer Service Standards, including:

- Provision of goods and services to persons with disabilities
- The use of assistive devices
- The use of guide dogs, service animals, and service dogs
- The use of support persons
- Notices of service and facility disruption
- Providing an outlet for customer feedback on our accessibility initiatives
- Training to all employees on accessibility standards
- Notice of availability and format of documents that accommodate various disabilities

Training

Linwell Gardens is committed to ensuring that training is provided on the requirements of the accessibility standards referred to in this regulation, as well as the Human Rights Code as it pertains to persons with disabilities, as well as communicating, interacting with, and supporting them in an appropriate manner.

The training is delivered upon the employee's onboardings, and is reviewed yearly.

Feedback

Linwell Gardens welcomes and appreciates feedback regarding our accessibility policies and implementation. Customers can provide verbal feedback via telephone or in person directly, as well as written feedback delivered by hand, mail, or e-mail. Feedback should be submitted to:

Human Resources
Phone Number: (905) 563-6383
Mail: 5280 South Service Road P.O. BOX 241 Beamsville, ON L0R 1B3
Email: hr@linwellgardens.com

02. Communication Standards

Feedback, Accessible Formats, and Communication Supports

Linwell Gardens will ensure that:

- Processes for receiving and responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports.
- Upon request, Linwell Gardens will provide and arrange for accessible formats and communications supports for persons with disabilities, in a timely manner at no extra cost.

Planned Action

- Linwell Gardens will convert documents and communications into alternate formats, and inform all employees who may receive/respond to feedback with information as to how to obtain alternate formats.
- Feedback will be accepted by the Human Resources department via the same contact information listed in the previous section.

03. Employment Standards

Linwell Gardens continues to notify all employees and employment candidates about the availability of accommodations during both the recruitment process, and the course of their employment. Linwell Gardens also commits to documenting any accommodation request or plan by both candidates and employees.

Recruitment

Linwell Gardens has committed to the following measures during the recruitment process:

- Continuously review and modify existing recruitment and selection processes as necessary.
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during the scheduling of interviews and assessments.
- Develop and provide training to employees responsible for recruitment, assessment, selection, and onboarding to ensure these actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.
- Notifying successful applicants of the policies for accommodating employees with disabilities.

Employees

- Employees will be trained, upon hire, of Linwell Gardens accessibility policies as well as training relevant to accessibility legislation.
- Employees shall also be notified as soon as reasonably possible about any changes to the relevant policies or legislation.
- Any current employees in need of an accommodation are encouraged to express this to their supervisor or Human Resources. Disabilities are not always permanent, so even temporary accommodations can be made, and employees are encouraged to discuss this so that they may be most effectively supported.

Workplace Emergency Response Information

Accommodations in the event of an emergency are also available upon request. This includes:

- Employees being provided individualized emergency response information.
- Employees with an individualized emergency response information may give consent to have this information shared with a person designated by the employer to provide assistance.
- The emergency response information will be reviewed any time an employee:
 - moves to a different location within the organization
 - the employer's overall plans and accommodations are reviewed
 - the employer reviews general emergency response policies

Return to Work

- Review, modify, and document return to work plans for employees who have been absent from work due to a disability and require accommodation in order to return.
- Ensure documented individual accommodation plans include part of the return-to-work process.
- Develop and provide training to supervisors and colleagues responsible for supporting the return-to-work process.

Performance Management, Career Development, and Redeployment

Linwell Gardens will continue to consider the accessibility needs of employees with disabilities when implementing performance management processes or when offering development and advancement opportunities.

The accessibility needs of employees with disabilities will also be taken into account in the event of redeployment throughout the organization.

Linwell Gardens will also commit to:

- Continuously reviewing and modifying performance management, career development/redeployment processes to ensure that accessibility needs and accommodation plans are taken into account.
- Developing and providing training to supervisors and colleagues responsible for performance management, career advancement, and redeployment.

Accessible Spaces

Linwell Gardens will continue to ensure that the building and maintenance of our facilities, especially public spaces, be handled with accessibility and accommodations in mind, ensuring that both employees with disabilities, as well as the public, are notified of any disruptions that may ensue as a result of the above.

04. Appendix

Modification to This or Other Policies

All policies of Linwell Gardens have been reviewed to respect and promote the dignity, independence, integration, and equal opportunity of people with disabilities, and are subject to continued review to ensure best practice, compliance, and consideration.

Any such modifications to this or relevant policies will be communicated as soon as reasonably possible

Modification to This or Other Policies

Linwell Gardens remains committed to reviewing, revising, and updating this policy at least once every five years or as new legislation requires.

For More Information

To communicate any questions or concerns about this accessibility plan, please contact:

Human Resources
Phone Number: (905) 563-6383
Mail: 4760 Lincoln Ave P.O. BOX 241 Beamsville, ON L0R 1B3
Email: hr@linwellgardens.com