

CONNON NURSERIES / C.B. VANDERKROK HOLDINGS LIMITED

ACCESSIBLE CUSTOMER SERVICE PLAN – POLICIES & PROCEDURES

BACKGROUND

Ontario passed the Accessibility for Ontarians with Disabilities Act (OADA) in 2005, becoming the first jurisdiction in Canada to commit to breaking down barriers through mandatory standards. The AODA's purpose is to remove all barriers in the Province of Ontario by the year 2025 and create an accessible Ontario. The AODA requires the establishment of Accessibility Standards, and these standards apply to both the public sector and private sector businesses.

PURPOSE AND SCOPE

The following policy is adopted in accordance with Ontario Regulation 429/07 the "Accessibility Standards for Customer Service" which came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public and private sector organizations and other persons or organizations that provide goods and services to members of the public.

OBJECTIVES

This policy applies to all individuals who deal with members of the public or other third parties on behalf of Connon Nurseries / C.B. Vanderkruk Holdings Limited (Connon Nurseries) whether the person does so as an employee or agent, and ensures that all people with disabilities are accommodated. This policy is required based on the specifications of Ontario Regulation 429/07 to ensure consistency from all persons delivering goods or services.

Connon Nurseries is committed to excellence in serving all of our customers including people with disabilities. Connon Nurseries will use reasonable efforts to ensure that our policies and practices are consistent with the following principles:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provisions of Connon Nurseries' goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary.
- When communicating with persons with a disability, Connon Nurseries will do so in a manner that takes into account the person's abilities.
- Persons with disabilities may use assistive devices and/or support persons to access goods and services.

POLICY

a) Provision of Goods and Services to Persons with Disabilities

Connon Nurseries will use reasonable efforts to ensure that its policies and practices are consistent with the following principles:

- Connon Nurseries' goods and services are provided in a manner that respects the dignity and independence of persons with disabilities
- The provision of Connon Nurseries' goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary
- When communicating with persons with a disability, Connon Nurseries will do so in a manner that takes into account the person's abilities
- Persons with disabilities have an opportunity equal to that given to others to access Connon Nurseries' products and services. They may use assistive devices and/or support persons to access the company's goods and services.

b) Communication & Assistive Devices

We will communicate with people with disabilities in ways that take into account their disability. Persons with disabilities will be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Assistive devices may include but are not limited to devices that assist with communication, cognition, personal mobility and medical.

c) Service Animals

Service Animals are permitted entry to all parts of Connon Nurseries facilities and meeting rooms that are open to the public.

d) Support Persons

Support Persons are permitted entry to all Connon Nurseries facilities and meeting rooms that are open to the public.

e) Notice of Temporary Disruptions in Services and Facilities

In the event of a planned or unexpected disruption to facilities for customers with disabilities, i.e. accessible washrooms at the retail stores, Connon Nurseries will notify customers promptly by posting a notice at the front door of the store location. The clearly posted notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, if available. Connon Nurseries will make reasonable effort to provide prior notice where possible.

f) Staff Training

All employees and agents of Connon Nurseries providing direct service to persons with a disability will be trained in the various aspects of accessible customer service delivery. Individuals in the following positions will be trained: cashiers, sales people, and managers.

Staff training will include:

- An overview of the purposes of the AODA, the requirements of the customer service standard, and an awareness of Connon Nurseries' corporate policy;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and TTY;
- Instruction on what to do if a person with a disability is having difficulty accessing Connon Nurseries services.

Training will be provided as soon as practical once an individual has been assigned the applicable duties as well as on an ongoing basis as change occur to Connon Nurseries' policies related to providing goods or services to persons with disabilities. Connon Nurseries will maintain records of the training, including the date, type of training and names of individuals trained.

g) Customer Feedback

Customers who wish to provide feedback on the way Connon Nurseries provides goods and services to persons with disabilities may provide it via telephone, in person, in writing, via e-mail or through other methods. All feedback, including complaints, will be handled by Connon Nurseries' Vice President, Sales & Marketing. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

h) Availability and Format of Documents

This policy will be made available on Connon Nurseries' website (www.connon.ca). It will also be made available to any Connon Nurseries customer by another method or format that takes into account the person's disability as is reasonable in the circumstances (i.e. large print), if requested.