TREE OF LIFE CANADA ULC
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA)
MULTI YEAR ACCESSIBILITY PLAN

This 2014-2023 accessibility plan outlines the policies and actions that Tree of Life Canada ULC will put in place to improve opportunities for people with disabilities.

OUR COMMITMENT

Tree of Life Canada ULC is committed to serving our customers and consumers, partnering with our suppliers and interacting with employees in a way that respects the dignity and independence of people with disabilities. We are also committed to using reasonable efforts in preventing and remove barriers to accessibility and providing people with disabilities the same opportunity to access, and benefit from, our goods and services in the same place and in a similar way as other customers, suppliers and employees.

GENERAL REQUIREMENTS

Accessibility Policy and Multi-Year Accessibility Plan

Actions Taken:
Tree of Life's Accessibility Policy was implemented in October 2011 and reviewed in January 2021.
Tree of Life's Multi-Year Accessibility Plan was created to identify, remove and prevent barriers to accessibility.
The Accessibility Policy and Plan are posted on Tree of Life's website at **www.treeoflife.ca**. Upon request, Tree of Life will provide a copy of the Accessibility Policy and Plan in an accessible format.
The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years.

AODA Multi-Year Accessibility Plan

AODA Standard	AODA Requirements	Deadline	Strategy/ Activity	Target/ Compliance Date	Status
Customer Service Standards					
Communication	Develop a Customer Service Accessibility Policy	1-Jan-2012	Review all requirements and establish a Corporate Customer Service Accessibility Policy	Dec 6,2011	Completed
	Develop a process to communicate based on individual needs	1-Jan-2012		Dec 6,2011	Completed
Service Animals	Develop a policy regarding access for people with service animals	1-Jan-2012		Dec 6,2011	Completed
Support Persons	Develop a policy, regarding access for people with support persons	1-Jan-2012		Dec 6,2011	Completed
Notice of Temporary Disruptions	Develop a process for notifying the public of any disruption in services	1-Jan-2012	Develop a process for both physical posting, and online posting of any disruption in services.	Dec 6,2011	Completed
Training	Develop a training process to ensure all existing staff, and any new staff, are trained in all aspects of Customer Service Standards	1-Jan-2012	All existing employees were trained on all aspects of the customer service standards utilizing the Power Point presentation, and all new employees are trained as part of their orientation. **All employees will be trained on HR downloads effective October 2021**	October 2021	Updated
Feedback	Develop a process for the public to provide feedback	April 4, 2016	Develop an online process for feedback. As well as verbal process through the CS call Centre	Nov 23, 2018	Completed
Modification to other policies	Review all Corporate policies to ensure that they consider persons with disabilities and the customer service standard.	1-Jan-2012			Completed- and ongoing

General Requirements

General					
General	Develop Accessibility Policy	Dec 11,2015	Develop, implement company policies to achieve accessibility requirements		Completed
	Make Accessibility Policy available online		Post Accessibility Policy on the Website		Completed
	Develop Multi-Year Accessibility Plan	Dec 7,2015	Establish Multi-Year Plan		Completed – Ongoing
	Make Multi-Year Accessibility Plan to be posted on line		Post Multi-Year Plan on Website		Completed
	File Accessibility Policy and Plan		File with Access Ontario		Completed
Training	Train All Tree of Life Canada employees on Human Rights Code	October 2021	Engaged HR Downloads to deliver updated training	October 2021	Completed – Ongoing
Reporting	Accessibility Reports to be reviewed, updated and filed every 3 years	2020	File initial report and develop a process for regular annual review of progress and updating and filling of report.	September 2021	Ongoing

Information and Communication Standard

Feedback					
Feedback	Develop processes for receiving and responding to feedback		Develop an online process for feedback, as well as verbal process through to CS call center		Complete
	Public to be notified of availability of accessible formats and communication supports.		Develop an online notice that accessible formats and communication supports are available, and how to obtain them.		
Accessible Formats	Provide/arrange for accessible formats and communication supports in a timely basis, individual needs considered, no cost				Complete
Accessible Website and Web Content	New Public website and web content on those sites must conform with WWW Consortium Web content Accessibility Guidelines (WCAG)-Level A				Completed

	All public websites and web content posted after Jan 1,2012 must conform with WWW consortium Web Content Accessibility Guidelines (WCAG)-Level AA other than criteria 1.2.4 (captions) and 1.2.5(pre-recorded audio descriptions)				

Employment Standard

Recruitment/Assessment/Selection	Notify applicants that accommodation is available during recruitment, assessment, and selection process and consult and notify of suitable accommodation if applicable	1-Jan-2016			Completed
Information for Employees	Inform Employees of Accommodation policies, and keep employees updated. Provide job information in accessible formats, or with communication supports as needed				Completed

Individual Accommodation	Create a written process for developing and documenting individual accommodation plans with employees with disabilities				Completed
	Create individual accommodations plans for any existing employees with disabilities		Utilize form provided by Ontario government		Completed
	Create Return to Work (RTW) processes for employees absent due to disability who require accommodations to return				Completed
Emergency Procedure, plans, public safety information	Provide employees with disabilities with individualized emergency response plans				Completed