

Lynch Foods , division of Solina

Multi-Year Accessibility Plan 2024-2029

Introduction

Lynch Foods, division of Solina, is committed to fulfilling its requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps to take to meet those requirements and to improve opportunities for people with disabilities.

Multi-Year Accessibility Plan

This multi-year accessibility plan is posted on our website. We will stay informed about best practices and emerging technologies for enhancing accessibility. We will review and update our plan at least once, every five (5) years.

Strategies and Actions

Customer Service

We are dedicated to providing great customer service to all individuals, including those with disabilities. Our staff receives training on how to interact and communicate effectively with customers of all abilities, as well as how to accommodate specific accessibility needs. We welcome feedback on how we can improve our customer service to better serve individuals with disabilities.

Information and Communication

Our Solina Canada website, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. We will continue to evolve our website in accordance with accessibility standards.

We will strive to identify ways to make our products and information accessible and welcome inquiries via telephone, email or through our website.

For internal communications we strive to make communications accessible in multiple languages where possible and where requested, accessible to those with disabilities.

Employment

We are committed to fair and accessible employment practices. During the recruitment process, applicants who are selected for interviews, will be notified that accommodations can be made available upon request for those with disabilities.

If a selected applicant requests an accommodation, we will seek to provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

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Training

We provide training for our employees to ensure they understand their roles and responsibilities in promoting accessibility and accommodating individuals with disabilities. This includes training on accessibility legislation, disability awareness, and serving customers with diverse needs. This training is completed as part of the onboarding of a new employee.

We will continue to look for opportunities to improve this training and will update it as legislation and company policies evolve.

Workplace Emergency Response

Safety is one of our highest priorities. Upon awareness of an individual's need for accommodation in an emergency, an individualized response plan will be developed. With the employee's consent, we will provide designated assistance to an employee with a disability when required. Additionally, we will communicate the plan with the employee's supervisor and safety personnel on an "as needed" basis. Each employee's workplace emergency response plan will be updated as their needs or location within the facility changes.

Barriers Identification:

We will address external and internal inquiries or requests for accessibility in a timely manner and will prioritize the identified barriers based on severity, impact and feasibility of removal.

For identified barriers, we will set specific, measurable goals for addressing these barriers within defined timelines. These goals should be aligned with the requirements of the AODA standards.

- We will develop a detailed action plan for each identified barrier, specifying the steps required to address it.
- Assign responsibilities to individuals or teams for implementing each action item.
- Include timelines and deadlines for each action item.

Feedback Mechanism:

We welcome feedback from customers, employees, and members of the public regarding accessibility concerns or suggestions for improvement. Individuals may provide feedback through various channels, including in person, by phone, by email, or through our website.

All feedback will be reviewed and addressed promptly, and appropriate measures will be taken to address any accessibility barriers identified.