



# CannAmm Multi-year Accessibility Plan

## Message from the CEO

The 2022-2027 accessibility plan outlines the policies and actions that CannAmm will put in place to improve opportunities for people with disabilities. The Multi-year Accessibility Plan will be reviewed on a yearly basis to ensure CannAmm is continuing to improve our services for those with disabilities, and to maintain compliance with the IASR.

At CannAmm it is important that everyone is afforded an equal opportunity. Persons with disabilities should have the same opportunities to benefit from the goods and services provided by CannAmm as other customers. This means taking the individual needs of a person with a disability into account, even if doing so results in different treatment.

## Introduction

CannAmm strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CannAmm is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how CannAmm will play its role in making Ontario an accessible province for all Ontarians.

## Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives CannAmm has completed.

### Customer Service

CannAmm strives to always remain in compliance with the Customer Service Standard of the AODA by:

- // Providing Customer Service Standard training to all current employees
- // Considering a person's disability when communicating with them
- // Allowing assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- // Allowing service animals
- // Welcoming support persons
- // Letting customers know when accessible services aren't available
- // Inviting customers to provide feedback in accessible formats (phone, email, in-person and email)

When results matter.<sup>®</sup>



For more information about Ontario's Customer Service Standard, visit <http://ontario.ca/AccessON>

## Information and Communications

CannAmm has created a comprehensive Accessibility policy that is available to all staff and in accessible format upon request.

## Employment

CannAmm has always strived to accommodate any employee that has requested such accommodations. We have brought in ergonomists to ensure that staff with mobility issues are optimally set up.

## Section Two: Strategies and Actions

Identify the projects and programs your organization plans between now and 2027 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

- // CannAmm has created an Accessibility Policy, the policy will be reviewed annually to ensure that it's up to date
- // CannAmm will file Accessibility Compliance Reports on the required deadlines

*Status: Complete/Ongoing*

## Customer Service

CannAmm is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

In order to accomplish this CannAmm has incorporated Customer Service Standard training into the onboarding of each new hire.

*Status: Complete/Ongoing*

## Information and Communications

CannAmm is committed to making our information and communications accessible to people with disabilities. Upon an employee's request, CannAmm shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- // information that is needed in order to perform the employee's job; and
- // information that is generally available to employees in the workplace.

*Status: Complete/Ongoing*

## Employment



CannAmm is committed to fair and accessible employment practices.

- // Job applicants who are selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request.
- // CannAmm shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability.
- // Successful applicants shall be notified about CannAmm's policies for accommodating employees with disabilities as part of their offer of employment
- // CannAmm shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment
- // CannAmm shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that CannAmm shall take to facilitate the return to work.

*Status: Complete/Ongoing*

### **Training**

CannAmm is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- // CannAmm will train employees who deal with the public or other third parties on the provision of accessible customer service to people with disabilities, as well as all individuals who participate in the development of policies, practices, and procedures governing customer service.
- // Training will be available through the CannAmm Learning Centre and must be completed by all current employees and will be included in the standard onboarding for all new hires. Employee training will include the Customer Service Standard and Employment Standard modules, the content of which is taken directly from Accessforward.ca and has been inputted directly into the CannAmm Learning Centre.

*Status: Complete/Ongoing*

### **For More Information**

For more information, questions, or concerns regarding accessibility at CannAmm or to request communication in an accessible format, please contact the CannAmm Human Resources.

Phone: 780 454-7373

Email: [human.resources@cannamm.com](mailto:human.resources@cannamm.com)