Multi-Year Accessibility Plan: 2025-2030

This 2025-2030 accessibility plan outlines the policies and actions that Elmira Pet Products will put in place to remove barriers and improve opportunities for people with disabilities.

Message from the CEO

At Elmira Pet Products, we believe that accessibility is not just a legal requirement but a fundamental aspect of our commitment to inclusivity and respect for all individuals. This plan outlines our commitment to enabling full participation for people with disabilities, wherever possible, and aims to guide us effectively in the future.

Introduction

Elmira Pet Products is Canada's largest private label manufacturer of dry pet food. With nearly 40 years of experience, we offer a wide range of products, including therapeutic diets, holistic, premium, mid-range, and budget-friendly formulations. Our customer base includes mass merchandise, grocery, and pet specialty channels, as well as niche markets. We are proud to manufacture various well-known brands for our global partners within these diverse sectors.

Statement of Commitment

At Elmira Pet Products, we aim to create an inclusive environment where everyone can participate fully. In line with the Accessibility for Ontarians with Disabilities Act (AODA), we are focused on removing barriers and improving accessibility in all aspects of our operations.

We are committed to accessibility through:

- Inclusive Workplace Practices: We strive to create a workplace where all employees feel valued and supported. This includes implementing accessible hiring practices, providing necessary accommodations, and fostering an inclusive culture.

- Accessible Customer Service: We seek to provide barrier-free access to our goods and facilities for all customers. Where barriers cannot be removed, we will provide alternate means for accessing goods or facilities to the best of our ability. This includes physical accessibility, as well as accessible communication and customer service practices.
- Ongoing Training and Education: We provide continuous training for our staff on accessibility standards and best practices. This ensures that our team is well-equipped to meet the needs of individuals with disabilities.
- Compliance and Continuous Improvement: We are committed to complying with all AODA requirements and continuously seeking ways to improve our accessibility. Specifically, this plan will be reviewed/updated at least once every five years. In addition, we have implemented regular assessments and established feedback mechanisms to monitor our progress and support the achievement of these standards.

We look forward to working with our employees, customers, and the broader community to uphold these principles and continually enhance our accessibility efforts.

SECTION 1. Past Achievements to Remove and Prevent Barriers

This section highlights the projects and programs that Elmira Pet Products has implemented to improve accessibility for people with disabilities in accordance with the requirements of the AODA.

Customer Service

Elmira Pet Products has continually ensured compliance with the customer service standards set by the AODA, reflecting our ongoing commitment to inclusion and accessibility.

Created Integrated Accessibility Standards Customer Service Policy	2014
Initiated customer feedback form and processes	2015
Updated AODA – Integrated Accessibility Standards Customer Service Policy	2018
Updated AODA – Accessibility Policy to include all relevant aspects of the Integrated Standard	2024

Information and Communications

Elmira Pet Products has undertaken the following measures to make information and communications available and accessible to people with disabilities.

Provide information and communications in accessible formats upon request	Ongoing since 2014
Updated the company website to maintain AODA compliance	2022
Added an accessible Chat-Bot feature to the website as an option for receiving accessibility related feedback	2024

Employment

Elmira Pet Products has undertaken the following measures to achieve compliance with the Employment Standard.

Inform potential candidates of the availability of accommodations upon request in order to participate in the recruitment process	2014
Provide information about workplace accommodation at orientation	2015
Updated the Employee Handbook with information about workplace accommodation	2020
Formalized a comprehensive Workplace Accommodation Policy	2024

Training

Since its inception, Elmira Pet Products has been committed to providing training related to the AODA.

General AODA training provided to all new employees during employee orientation.	Ongoing since 2014
Provide training specific to employees in their roles.	2014

Section 2. Strategies and Actions

This section outlines the policies and actions that **Elmira Pet Products** will continue or put in place to improve accessibility and opportunities for people with disabilities.

Customer Service

Elmira Pet Products is dedicated to delivering outstanding service to all customers, including individuals with disabilities.

We will ensure accessibility and support for persons with disabilities by continuing to:

- Permit the use of support persons, guide dogs, service dogs and assistive devices, in compliance with our Food Safety and Health and Safety teams' requirements, by people with disabilities so that they can gain access to, utilize, and benefit from the organization's goods and facilities.
- Provide prompt notification to customers of any temporary service disruption to facilities or services used by persons with disabilities.
- Provide training to employees that is relevant to their duties and responsibilities.
- Allow opportunity to provide feedback in a variety of ways.

Training

Elmira Pet Products will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

☐ Review general training content annually and update to reflect any changes to policies, practices and procedures	Annually, February
☐ Provide general refresher training to all employees and maintain training records	Annually, April
☐ Train employees who work with third parties, or who hire or supervise employees, on the updated Accessibility Policy. Training will be provided in a way that best suits the duties of employees.	2025
☐ Provide training to new employees who work with third parties, or who hire or supervise employees, on accessibility policies and practices as soon as practicable.	Ongoing
☐ Provide refresher training as part of an annual calendar of training.	Annually

☐ Maintain training records	Ongoing

In addition, we will continue to:

- Provide general AODA training to all new employees during employee orientation.

Information and Communications

Elmira Pet Products aims to ensure information and communications are accessible to individuals with disabilities by undertaking the following actions.

☐ Add AODA Statement of Commitment to company website	2025
☐ Update the Multi-Year Accessibility Plan and make it available upon request	2025
☐ Conduct a review of website accessibility	2025
☐ Upgrade our website ensuring continued AODA compliance	2026

In addition, we will continue to:

- Provide alternate formats and communication supports upon request and in a timely manner.

Employment

Elmira Pet Products is committed to fair and accessible employment practices and will undertake the following actions to strengthen our compliance with the employment standard under the AODA.

☐ Train all employees on the new Workplace Accommodation Policy	2025
☐ Create a Return to Work Policy documenting the steps the company takes to help employees who need disability-related accommodations return to work after an absence due to a disability.	2025
☐ Train all employees on the Return to Work Policy	2025

In addition, we will continue to:

- Notify the public and staff that, when requested, **Elmira Pet Products** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.
- Maintain a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Document information about workplace emergency response plans for employees when their need for accommodation in an emergency is identified.
- Ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes.
- Take steps to prevent and remove other accessibility barriers that are identified.