



Multi-Year Accessibility Plan, 2024-2029

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

Tender Lawn Care Ltd. is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

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

The plan is reviewed and updated at least once every 5 years. Plan is provided in an accessible format upon request.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Customer Service

Tender Lawn Care Ltd. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Information and Communications

Tender Lawn Care Ltd. is committed to making our information and communications accessible to people with disabilities.

Employment

Tender Lawn Care Ltd. is committed to fair and accessible employment practices.

Training

Tender Lawn Care Ltd. 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.



Future Strategies

Tender Lawn Care Ltd. is committed to continuous improvement and proactive measures to create a more inclusive and accessible environment for all individuals. Key future strategies for consideration from 2023-2028 are the following:

1. Technology Integration
 - Digital accessibility tools and assistive technologies to enhance accessibility in digital platforms.

2. Education and Awareness
 - Increase education and awareness initiatives to promote understanding of accessibility requirements and best practices.

Past Initiatives

Designated parking space, accessibility communication and training.

Transportation

Tender Lawn Care Ltd. is committed to accessible transportation services.

For more information on this accessibility plan, please visit our website at <https://tlc.ca/grounds-care-faqs> or email careers@tlc.ca for more information.