



*Integrated Accessibility Standards*  
*Accessibility for Ontarians with Disability Act, 2005*  
**Section 2040 Accessibility Policy**

The Company is fully committed to breaking down barriers that might inhibit inclusion and to increase accessibility in all aspects of our services. This commitment will better serve all communities in which we operate. It is important to us that everyone receive the same quality of services, and access to those services, is in no way restricted by disability. The objective of this policy is to govern this Company in accordance with both the requirements and the spirit of Regulation 191/11, *Integrated Accessibility Standards*, under the *Accessibility for Ontarians with Disability Act, 2005*.

### **Accessibility for Ontarians with Disabilities Act**

The AODA was created to acknowledge the discrimination, and difficulties experienced by individuals with disabilities. This law ensures that Ontario is completely accessible for all individuals by 2025. We have created a multiyear plan to ensure that we comply with all current and future regulations. The Company is committed to ensuring that all clients and employees are treated with dignity and respect, and we are committed to doing our part to ensure Ontario is completely accessible by 2025.

Our firm demonstrates that commitment in the following ways:

**Communication** – We will endeavour to communicate in ways that take into account the individual needs of our clients and employees.

**Assistive devices** – Our premises accommodate such devices and the staff members who require them.

**Use of registered service animals and support persons** – Clients or visitors are welcome to be assisted by service animals or support people at any time.

**Notice of temporary disruption** – In the unlikely event that access to our premises is restricted in some way, we will endeavour to provide as much notice in that regard as possible. This notice will set out alternative facilities or services available, as appropriate.

**Training and Internal Communication** – All firm members have been provided a summary of the requirements under AODA and the spirit behind the legislation. Training is provided to all current and new employees. We maintain records of all such training. Most importantly, the partners and senior management of Baldinger Sons Bakery are fully supportive of the rights of people with disabilities and are committed to conducting their day-to-day business in such a way that dignity and independence for all are maintained at all times.

## **Accessibility Plan**

The Company will set out the necessary steps to comply with Ontario's accessibility laws and will prevent and remove accessibility barriers where practical. The Accessibility Plan will be reviewed and updated once every five years at a minimum.

## **General Training Requirement**

Training on accessibility standards referred to in the Regulation, and in the Ontario Human Rights Code will be provided by the Company. Training will be provided to:

- All existing and new employees as well as volunteers;
- All persons in the Company who participate in developing policies and;
- All third-party service providers who act on behalf of the Company.

Accessibility standards training will be provided as soon as required and will be appropriate to the duties of the aforementioned groups. Training will also be provided when changes are made to this Policy. A record of such training will be kept by the Human Resources Department. The Company will ensure that all third-party service providers are required to maintain training records that include training dates, names of attendees and such records be available upon the Company's request.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Accessible Formats and Communication Supports for Employees**

Upon request, the Company will provide accessible formats and communication supports for information that pertains to an employee's job and any other general information that is available to other employees. When receiving a request, the Company will consult with the employee to ensure that his or her information and communication needs are accurately outlined and achieved.

### **Feedback Processes**

The Company's goal is to provide exceptional service to all our clients. We encourage and greatly appreciate comments on our services. This feedback can be made by email, fax, online, in writing or verbally. In conjunction with the Accessibility Standard for Customer Service, the Company will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities as well as arranging for various accessible formats and communication supports, upon request.

### **Accessible Formats and Communication Supports**

Arrangements for accessible formats and communication supports for persons with disabilities will be provided a timely manner. The Company will consult with the individual making the request to determine which accessible format is suitable for their specific requirements. The general public will be informed, via the Company's website, that accessible formats and communication supports are available upon request.