



## **Multi-Year Accessibility Plan 2023 to 2028 For Bosco and Roxy's**

### **Intent:**

This accessibility plan outlines the strategy of Bosco and Roxy's to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*.

### **Statement of Commitment:**

Bosco and Roxy's is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### **This plan is in effect from November 1, 2023 – October 31, 2028**

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact the Human Resources Manager at [hr@boscoandroxys.com](mailto:hr@boscoandroxys.com) or by 1-888-423-0038 ext 104.

### **Completed Initiatives:**

#### **Accessibility Policies**

1. Bosco and Roxy's has created and made public a statement of commitment. The statement of commitment is located on the company website, in the employee area as well as in the front reception of the bakery.

2. Bosco and Roxy's policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. Legislatively required polices have been created, are reviewed annually, and provided to all new hires upon hire.
3. Additional policies and documents have been created to support internal processes, including Return to Work Policy, Individualized Employee Accommodation Planning Process, Individualized Employee Accommodation Plan and Workplace Emergency Response Information Plan. All policies are available in alternative formats upon request.

### **Multi-Year Action Plan**

1. The multi-year accessibility plan is created around the IASR requirements and is reviewed annually or when changes are required based on employee or production changes. The multi-year plan includes training, procedures, policy development to ensure all barriers are identified and renewed. The plan has been made available to the public; it can be accessed on the company website, and it can be provided in an alternative format upon request.
2. Requests for accessible formats of this document will be forwarded to the HR Manager, who will work with the individual to determine the most suitable format.
3. This plan will be amended as required and will be fully reviewed November 2028 and every five years thereafter.

### **Training**

1. Training for new employees and volunteers is delivered via online training modules covering all applicable content as required under the IASR including AODA Customer Service Standards Training and Understanding Ontario Human Rights Training (AODA edition)
2. The HR manager is responsible for assigning and online training and tracking completion. Training will also be made available via alternate formats, including in-person presentation, as requested.
3. Certification and record of completed training is retained via the company's online training portal

### **Accessible Websites and Web Content**

1. Bosco and Roxy's public website and its content meet all requirements until the WCAG 2.0 Level AA

### **Feedback and Customer Response**

1. The feedback process is outlined in our Customer Service Policy as well as on our company website. Employees and Customers may submit a complaint or inquiry to the company by various methods which are found on the Bosco and Roxy's website. Feedback may be received via email to our general inquiries email, phone calls or in person meetings. Administration staff have received training to receive and respond to requests and forward them to the HR department.
2. Receiving and responding to feedback is included in all new hire orientations as well as the HR Manager being accessible to employees for concerns or complaints. The HR manager will arrange for a suitable and alternative format or communication support if requested.
3. The company posts timely public notices of a current or anticipated disruption in any facilities or services provided to enable people with disabilities to access our services.

### **Workplace Emergency Response Information**

1. Recognizing that most disabilities are invisible or episodic and therefore not always evident, the process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan
2. If an individualized emergency plan is identified, with the consent of the employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained unless the health and safety of either party is potentially compromised.
3. The plan will be reviewed if the employee moves to another location within the bakery, if the employee designated to provide assistance changes, the company's emergency response plan changes or if environmental and structural changes take place within the building. If these conditions do not change, the plan will be reviewed every 6 months (or when necessary), provided the employee continues to be employed by Bosco and Roxy's.

### **Documented Individual Accommodation Plans**

1. Bosco and Roxy's has developed and implemented a written process for the development of documented individual accommodation plans for employees with disabilities. This plan includes employee participation in the accommodation plan to protect the employee's privacy and when the plan will be reviewed and updated. All

individual plans will be available in accessible formats and communication methods that are required by the employee.

### **Recruitment, Assessment and Selection**

1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment process. Bosco and Roxy's has an accessibility statement posted on our internal and external job postings.
2. During the recruitment process, applicants will be notified if selected to participate in the process, that accommodations are available upon request and are in relation to the materials and processes used by Bosco and Roxy's.
3. If a job applicant requests accommodation, the HR Manager will consult with the individual and make adjustments to best suit their needs.
4. Internal accessibility policies will be provided to all new hires as part of the orientation package. Alternative formats of the policies will be made available upon request.

### **Design of Public Spaces Standards**

1. Bosco and Roxy's manufacturing facility includes an outdoor eating space that is accessible from the employee lunchroom area. All exterior doorways, employee change rooms, washroom and plant areas are all accessible environments.
2. Wheelchair accessible parking spots are located at the front of the building and are in compliance with the Type A and B regulation ratios.
3. The company has established procedures for preventative and emergency maintenance of the accessible elements in the public spaces.