



<b>Commercial Bakeries Corporation</b>	
Title: Accessibility Standards for Customer Service Policy	Date of Issue: April 17, 2014
Prepared by: Human Resources Manager	Date of review: April 12, 2018
Location: 45 Torbarrie Road, Toronto, Ont.	Manufacturing Plant

## **1. PURPOSE AND POLICY STATEMENT**

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, ***by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.***

The Accessibility Standards for Customer Service (“the Standard”) has been established under the Act to ensure goods, services and facilities are, where at all possible, equally accessible to every member of the public.

We at Commercial Bakeries Corp. (“Commercial Bakeries”) strive to provide an accessible customer service experience. The objective of this policy is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

## **2. APPLICATION**

The Policy applies to:

- a) Every person who is an employee of Commercial Bakeries.
  
- b) Every person who participates in developing Commercial Bakeries’ policies.
  
- c) Every other person who provides goods, services or facilities on behalf of Commercial Bakeries.

## **3. DEFINITIONS**

- i. ***Accessible Format*** – May include, but is not limited to, large print, recorded audio and electronic format, braille and any other format usable by a person with a disability.

- ii. **Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- iii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iv. **Communication Support** – May include, but is not limited to, captioning, alternative and an augmentative communication support, plain language, sign language and any other support that facilitates effective communication.
- v. **Disability** – means:
  - a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes epilepsy, any injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a wheelchair or other remedial appliance or device,
  - b) a condition of mental impairment or a developmental disability,
  - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - d) a mental disorder, or
  - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997
- vi. **Guide Dog** - A guide dog as defined in section 1 of the Blind Persons Rights’ Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.
- vii. **Service Animal** – means an animal:
  - a) That can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal.
  - b) For which the person provides documentation from a member of the following regulated health professionals confirming the person requires the animal for reasons relating to the disability:
    - College of Audiologists and Speech-Language Pathologists of Ontario
    - College of Chiropractors of Ontario
    - College of Nurses of Ontario
    - College of Occupational Therapists of Ontario

- College of Optometrists of Ontario
  - College of Physicians and Surgeons of Ontario
  - College of Physiotherapists of Ontario
  - College of Psychologists of Ontario
  - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario
- viii. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods, services and facilities.
- ix. **“We”, “Our” and “Staff”** means Commercial Bakeries and its employees, volunteers, agents and contractors.

#### 4. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- 4.i.1 **Dignity** - Persons with a disability should be treated as valued as deserving of service as any other customer.
- 4.i.2 **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods, services and facilities.
- 4.i.3 **Integration** - Wherever possible, persons with a disability should benefit from our goods, services and facilities in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods, services and facilities will, to the extent possible, be provided in another way that takes into account the person’s individual needs.
- 4.i.4 **Independence** – Goods, services and facilities should, where possible, be provided in a way that respects the right of persons with a disability to determine for themselves what goods, services and facilities they wish to access and how they wish to access them.

#### 5. IMPLEMENTATION

Commercial Bakeries Corporation’ Human Resources Manager & the President of Commercial Bakeries Corporation is responsible for:

- i. Developing and implementing policies, practices and procedures aimed at providing accessible goods, services and facilities to persons with a disability.
- ii. Developing and implementing an accessibility training program as required by the Standard.

- iii. Developing and implementing a feedback procedure as required by the Standard.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

## **6. PROVIDING GOODS, SERVICES AND FACILITIES TO PEOPLE WITH DISABILITIES**

### **I. Policies, Practices and Procedures**

Commercial Bakeries Corporation shall make all reasonable efforts to ensure that its policies, practices and procedures which impact the delivery of its goods, services and facilities to the public or to other third parties are consistent with the core principles of dignity, equality of opportunity, integration and independence as defined above. Examples of how the core principles will be incorporated into Commercial Bakeries Corporation's policies, practices and procedures include but are not limited to:

- ensuring that, wherever possible, all persons with a disability receive the same value and quality of service;
- being available and willing to assist persons with a disability to access goods, services and facilities but always asking permission from the person before doing so;
- allowing persons with a disability to do things in their own ways, at their own pace when accessing goods, services and facilities as long as this does not present a safety risk;
- using alternative methods when possible to ensure that persons with a disability have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods, services and facilities; and
- consulting with persons with disabilities in order to determine how goods, services and facilities can be made accessible.

### **II. Communication**

Commercial Bakeries strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

### **III. Assistive Devices**

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods, services and facilities.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

#### **IV. Accessibility at Our Premises**

Commercial Bakeries offers the following facilities and services for persons with mobility-related disabilities:

- a motorized wheelchair at its premises;
- an entrance without stairs at the north side of its premises adjacent to the parking lot.

#### **V. Service Animals**

Persons with a disability may enter premises owned and/or operated by Commercial Bakeries accompanied by a Guide Dog or Service Animal and keep the Guide Dog or Service Animal with them, if the public has access to such premises and the Guide Dog or Service Animal is not otherwise excluded by law.

Commercial Bakeries will explain any applicable legal exclusion to customers accompanied by a Guide Dog or Service Animal and will find alternative ways of providing goods and services to these customers.

#### **VI. Support Persons**

A person with a disability may enter Commercial Bakeries' premises with a Support Person and have access to the Support Person while on the premises.

Commercial Bakeries may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, Commercial Bakeries determines:

- a) A Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- b) There is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Commercial Bakeries does not currently hold functions and events for which it charges attendees an admission fee. However, should it hold any such functions or events in the future it will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged. Moreover, if a person is required to attend with a Support Person, any applicable admission fee will be waived.

#### **VII. Notice of Temporary Disruptions**

Commercial Bakeries will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access its goods, services and facilities. The notice will be posted at Commercial Bakeries premises. Where appropriate and if applicable, notice may also be delivered personally to individual customers.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

## **7. TRAINING AND RECORDS**

Commercial Bakeries will ensure training, and ongoing training as required under the Standard, is provided to anyone to whom this Policy applies.

Commercial Bakeries will ensure that contractors who deal with the public or third parties on its behalf receive the training required by the Standard.

### *A. Content of Training*

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a particular disability is having difficulty accessing our premises, goods, services and facilities.

### *B. Timing of Training*

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties. On-going training will occur as changes are made to policies, procedures and practices and as new individuals assume the applicable duties.

### *C. Documenting Training*

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard

## **8. FEEDBACK PROCEDURE**

### *A. Receiving Feedback*

Commercial Bakeries welcomes and appreciates feedback regarding this Policy and its implementation, as well as the manner that it provides goods, services and facilities to persons with disabilities. Feedback can be provided in the following ways:

- i. In person at: 45 Torbarrie Road, Toronto, Ontario M3L 1G5
- ii. By telephone at: 416-247-5478 x 279
- iii. In writing to: 45 Torbarrie Road, Toronto, Ontario M3L 1G5
- iv. Electronically to: [hr@commercialbakeries.com](mailto:hr@commercialbakeries.com)

Commercial Bakeries also welcomes and appreciates feedback on the feedback process.

### *B. Responding to Complaints*

Commercial Bakeries Corporation will make reasonable efforts to resolve complaints at the time that they are made. If immediate resolution of a complaint is not possible Commercial Bakeries will contact the customer and attempt to reach a resolution provided the customer has provided his/her contact information via any of the means identified above.

### *C. Availability and Accessibility of Feedback Procedure*

Commercial Bakeries will make information about this feedback procedure readily available to the public and shall make it accessible to a person with a disability by providing or arranging for the provision of Accessible Formats and Communication Supports, on request.

## **9. DOCUMENTATION TO BE MADE AVAILABLE**

This Policy as well as any other documents required under the Standard shall be made available upon request.

Notification of same shall be posted at the bulletin board of the Commercial Bakeries Corporation premises located at 45 Torbarrie Road, Toronto, Ontario, M3L 1G5.

## **10. FORMAT OF DOCUMENTS**

Commercial Bakeries will, upon request, provide documents, or the information contained in documents, required to be provided under the Customer Service Standards, to a person with a disability in an Accessible Format or with a Communication Support that takes into account the person's accessibility needs due to disability.

The document will also be provided at a cost that is no more than the regular cost charged to other persons.

Commercial Bakeries will consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

## **11. QUESTIONS ABOUT THIS POLICY**

For more information about the Policy or for questions regarding Commercial Bakeries policies, practices and procedures for accessible customer service please contact the Human Resources department.





## COMMERCIAL BAKERIES CORPORATION

### MULTI-YEAR ACCESSIBILITY PLAN – PHASE 2

#### **1. PURPOSE**

The purpose and the goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with disabilities.

The *Integrated Accessibility Standards* (the “IAS”) is a regulation under the Act, the purpose of which is to ensure accessibility for persons with disabilities in the areas of:

- i. Information and Communication,
- ii. Employment,
- iii. Transportation,
- iv. Design of Public Spaces

Commercial Bakeries Corporation (“CBC”) has developed a policy that identifies how it currently achieves and will continue to achieve accessibility by meeting the requirements of the IAS and by preventing and eliminating barriers faced by persons with disabilities (the “Policy”).

The purpose of this multi-year accessibility plan (“Accessibility Plan”) is to create a roadmap that describes in more detail the steps the company will take to meet the accessibility objectives set out in the Policy and the timeline in which these steps will be taken.

The Accessibility Plan will help the company to ensure accessibility is incorporated into its regular business operations and its future development plans.

#### **2. STATEMENT OF COMMITMENT**

CBC is committed to developing, implementing and maintaining policies, practices and procedures aimed at meeting the accessibility needs of persons with disabilities in a timely manner.

#### **3. COMPLIANCE WITH EXISTING LAW**

Nothing in the Accessibility Plan or Policy is intended to replace existing laws or CBC’s compliance with those laws regarding accessibility for persons with disabilities including but not limited to the *Human Rights Code* and the *Workplace Safety and Insurance Act* (“Accessibility Legislation”).



#### **4. REVIEW**

The Accessibility Plan will be reviewed and updated at least once every 5 years, but may be reviewed more frequently at the discretion of CBC depending on need.

#### **5. TRANSPARENCY**

The Accessibility Plan will be posted on the company's website. The Accessibility Plan and the Policy will be provided in an Accessible Format upon request.

#### **6. APPLICATION**

Except as otherwise limited herein, this Accessibility Plan applies to the company's operations in Ontario including but not limited to:

- i. All persons who provide goods, services or facilities on behalf of CBC to its customers in Ontario.
- ii. Any person who participates in the development of the company's policies, practices and procedures respecting its operations.

#### **7. IMPLEMENTATION & REVIEW**

Responsibility for implementation, review and update of Accessibility Plan is shared as follows:

Senior Executive Management is responsible for:

- Assistance with the development of policies and training programs required by the Act and this Accessibility Plan
- Compliance with the Design of Public Spaces Standards to the extent that they may apply to CBC at some time in the future

Human Resources is responsible for:

- The implementation of training programs required by Integrated Accessibility Standards
- Coordinating with web designers the implementation of web accessibility requirements
- Maintenance of the Accessibility Standards for Customer Service policy and Training Program developed in compliance with the *Accessibility Standards for Customer Service* ("Customer Service Standards")
- Maintenance of and compliance with the Policy and Accessibility Plan under the IAS

All employees are responsible for compliance with the Information and Communications Standards and the Customer Service Standards save and except for accessible websites and web content.



## 8. DEFINITIONS

- i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio, electronic formats, and other formats usable by persons with disabilities.
- ii. **Accounting Staff** - means employees of CBC employed in the CBC accounting department.
- iii. **Customer** - means existing and prospective Customers of CBC.
- iv. **Communication Supports** - may include, but are not limited to, captioning, alternative communication supports, plain language, sign language and other supports that facilitate effective communications.
- v. **Contractor** - means an independent contractor, agent, consultant or other third party engaged by CBC to provide goods, services or facilities on its behalf.
- vi. **Disability** - means:
  - a) any degree of physical disability, infirmity ( Physically weakness ), disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on an animal or on a wheelchair or other remedial appliance or device,
  - b) a condition of mental impairment or a developmental disability,
  - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - d) a mental disorder, or
  - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*
- vii. **New Internet Website** - means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.
- viii. **Performance Management** - means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.



- ix. **Redeployment** - means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated.
- x. **Staff** - means employees of CBC.
- xi. **Unconvertible Information or Communication** - means information or communication that it is not technically feasible to convert, or if it is technically feasible to convert, the technology required to do so is not readily available.
- xii. **Web Content Accessibility Guidelines** ("WCAG") - means the international standard for making websites and web content accessible to people with a wide-range of disabilities.
- xiii. The WCAG contain two levels of compliance, Level A and Level AA.

## 9. ACCESSIBILITY CUSTOMER SERVICE

CBC strives to deliver its services in a manner that respects the dignity and independence of persons with disabilities. The company is also committed to ensuring everyone has the same opportunity to access its services and benefit from these services, in the same place and in a similar way.

To this end the company has developed an Accessibility Standards for Customer Service Policy & Training Program (collectively "Customer Service Standard Policies").

For a copy of the Accessibility Standards for Customer Service Policy please contact:

**Human Resources Manager**  
**Commercial Bakeries Corporation**  
45 Torbarrie Road, Toronto, Ontario, M3L 1G5 Tel : 416-247-5478 # 279  
hr@commercialbakeries.com

## 10. DOCUMENTATION

The company reserves the right to request reasonable medical documentation to support a need for accommodation or an accessibility request under this Accessibility Plan.

## 11. GENERAL ACCESSIBILITY STANDARDS

### I. Training

*Compliance Deadline: January 1, 2015*

#### **Accessibility Plan:**

##### *i. Content of Training*



CBC will develop a single training program for all Staff on the Information and Communication Standards and the Employment Standards. The training program will address the *Human Rights Code* as it pertains to persons with disabilities and the requirements of the IAS. Appropriate individuals will receive specialized training on the Design of Public Spaces Standards as required.

*iii. Training for Contractors*

The company occasionally may engage Contractor/s to provide goods and services to Customers on its behalf. By January 1, 2015 (the 'Compliance Deadline for Training') CBC will have in place a reasonable process to ensure Contractors have received training under the IAS to the extent required by the IAS.

By the Compliance Deadline for Training, CBC will provide training to all existing staff and all who coordinate and participate in the development of AODA Policies.

Training will be provided on:

- i. the requirements of the IAS;
- ii. the *Human Rights Code* as it pertains to persons with disabilities; and
- iii. the AODA Policies as required by the IAS.

The content of the training will be applicable to the individual's duties. Staff hired after the Compliance Deadline for Training will receive the required training as soon as practicable. CBC will keep a record of the training provided.

## **INFORMATION AND COMMUNICATION STANDARDS**

### **I. Feedback Procedures**

*Compliance Deadline: January 1, 2015*

#### **Accessibility Plan:**

The company currently accepts feedback from employees, Customers and the public in a number of different ways including but not limited to:

- iv. in person,
- v. over the telephone,
- vi. in writing (*i.e.* handwritten, by mail or email),
- vii. delivered on a USB key *etc.*

In addition to the above, by January 1, 2015, CBC will provide or receive responses to feedback in an Accessible Format or with Communication Supports upon request. CBC will notify the public,



including by way of this Accessibility Plan, that Accessible Formats and Communications Supports are available in respect of its feedback procedures.

## **II. Accessible Formats & Communication Supports**

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

By January 1, 2016, CBC will, upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities to the extent required by the IAS.

#### *i. Exempt Information*

The Information and Communication Standards do not apply to

- i. products and product labels;
- ii. unconvertible information or communications; and
- iii. information that CBC does not control directly or indirectly through a contractual relationship.

Should CBC determine that information or a communication is Unconvertible it will explain why and provide the person making the request with a summary of the said information or communication.

#### *ii. Consultation*

Staff who receive a request from a Customer or the public for information in an Accessible Format or with Communication Supports should consult with the requesting individual to determine how the information may best be made accessible Staff may contact Human Resources for assistance.

A Contractor who receives a request from a Customer or the public for information in an Accessible Format or with Communication Supports should report the request to CBC immediately.

#### *iii. Providing Accessible Formats At No Additional Cost*

CBC may not have Accessible Formats immediately available upon request. Accessible Formats and Communication Supports will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons.



### **III. Accessible Websites and Web Content**

*Initial Website Compliance Deadline: January 1, 2014*

*Final Website Compliance Deadline: January 1, 2021*

#### **Accessibility Plan:**

By the Initial Website Compliance Deadline CBC will take reasonable steps to ensure that, where practicable, New Internet Websites conform with WCAG 2.0 Level A.

By the Final Website Compliance Deadline CBC will ensure that, where practicable, all content published on its website after January 1, 2012 conforms with WCAG 2.0 Level AA to the extent required by the IAS.

When determining whether meeting the requirements of this section is practicable CBC will consider:

- i. the availability of commercial software or tools required to achieve web accessibility; and
- ii. the impact meeting the requirements of this section will have on projects planned before January 1, 2012.

The commitment to provide accessible websites and web content only applies to websites and web content that CBC controls directly or indirectly through a contractual relationship that allows for modification of the website or web content in question.

## **12. EMPLOYMENT STANDARDS**

The Employment Standards only apply to Staff. They do not apply to Contractors.

### **I. Recruitment/Selection/Assessment**

*Compliance Deadline: January 1, 2016*

#### **Accessibility Plan:**

By January 1, 2016 CBC will notify its employees, candidates, and the public of the availability of accommodation during the recruitment process as required by the IAS.

- i. *Notification to the Public & External Applicant: Accommodation during Recruitment*

This Accessibility Plan posted on CBC's website will serve as notice to the public of the availability of accommodation during the recruitment process required as of January 1, 2016.

- ii. *Notification: Accommodation During Assessment & Selection*



CBC employs different assessment and selection processes depending on the position for which it is hiring. Assessment and selection process may include but is not limited to standard interviews and skills tests. Where an applicant is individually selected to participate in any assessment or selection process, CBC will notify the applicant of the availability of accommodation upon request in respect of same.

Where, by reason of a disability, an applicant requests accommodation in respect of an assessment or selection process, CBC will consult with the applicant for the purposes of determining an appropriate accommodation. Where CBC determines an applicant, due to a disability, does require accommodation during the assessment and selection process, CBC will provide accommodation and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs up to the point of undue hardship.

## **II. Notice to Successful Applicants**

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

By January 1, 2016, CBC will ensure that when or after making offers of employment, it advises about its policies on accommodating employees with disabilities.

*Compliance Deadline: January 1, 2016*

## **III. Informing Employees of Supports**

### **Accessibility Plan:**

By January 1, 2016, CBC will inform employees about its policies on supporting employees with disabilities, including the availability of accommodation, as well as its policies for the development of documented individual accommodation plans and return to work plans. CBC will update this notification as necessary, such as where there is a material change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

By January 1, 2016, CBC will inform its existing employees of its policies on accommodating employees with disabilities.

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

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

By January 1, 2016 CBC will, upon the request of an employee with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that:





- i. information required by the employee to perform his/her job; and
- ii. information generally available to employees in the workplace, is accessible to the employee with a disability.

A request for the provision of information in an Accessible Format and/or with a Communication Support may be made to the Human Resources Manager or to the Senior Executive Management of CBC. Such requests will be addressed in accordance with CBC's regular procedure for accommodating employees with disabilities which includes the development of an individual accommodation plan in consultation with the employee.

CBC will consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However, CBC reserves the right to determine the Accessible Format or Communication Support that will be provided in the circumstances.

#### **V. Workplace Emergency Response Information**

*Compliance Deadline: January 1, 2012*

If an employee has a disability and CBC is aware that, due to that disability, the employee requires an individualized workplace emergency response, information addressing such response will be provided to the employee as soon as practicable after CBC becomes aware of such requirement.

In such a case, with the employee's consent, CBC will designate a colleague(s) to provide such individualized assistance where necessary and will ensure that this colleague is provided with a copy of employee's individualized emergency response information.

CBC will review the individualized workplace emergency response information when the employee moves to a different work location;

- i. the employee's overall accommodations needs or plans are reviewed; and
- ii. when CBC reviews its general emergency response policies.

#### *i. Existing Employees*

A notification regarding CBC's emergency response procedures as well as the availability of individual emergency response information has been provided to current employees. Individual emergency response information will be developed as required. CBC will continue to update individualized workplace emergency response information as necessary.

#### *ii. New Employees*

Information regarding the availability of individual emergency response information is provided to employees as soon as practicable upon commencement of employment or shortly thereafter.



## **VI. Documented Individual Accommodation Plans**

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

By January 1, 2016, CBC will have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process will include the following elements:

- i. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- ii. The means by which the employee is assessed on an individual basis.
- iii. The manner in which CBC can request an evaluation by an outside medical or other expert, at its own expense, to assist in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- iv. The manner in which the employee can request the participation of a representative from his or her bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- v. The steps CBC will take to protect the privacy of the employee's personal information.
- vi. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- vii. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- viii. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Where requested, an employee's individual accommodation plan will include any information regarding the provision of Accessible Formats and Communications Supports. Where required, an employee's individual accommodation plan will include individualized workplace emergency response information.

## **VII. Return to Work Process**

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

By January 1, 2016, CBC will have a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps CBC will take to facilitate the employee's return to work and will consider any documented individual accommodation plan that may exist. CBC will have completed this policy by the Compliance Deadline.



## **VIII. Performance Management**

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

Individuals responsible for evaluating employee performance are aware of their obligations under the *Human Rights Code* to not discriminate against an employee on the basis of disability.

When evaluating employee performance, CBC takes into account the accessibility needs of employees with disabilities. By January 1, 2016, individuals responsible for performance management will also take into account written individual accommodation plans as applicable.

## **IX. Career Development and Advancement**

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

Individuals responsible for evaluating employees for career development and advancement are aware of CBC's obligation under the *Human Rights Code* not to discriminate against an employee on the basis of disability.

When evaluating employees for the purpose of career development and advancement, CBC takes into account the accessibility needs of employees with disabilities. By January 1, 2016, individuals responsible for evaluating employees for career development and advancement will also take into account written individual accommodation plans as applicable.

## **X. Redeployment**

*Compliance Deadline: January 1, 2016*

### **Accessibility Plan:**

Management and Human Resources is responsible for Redeployment and are aware of CBC's obligations under the *Human Rights Code* not to discriminate against an employee on the basis of disability. By the Compliance Deadline, these individuals will also take into account written individual accommodation plans as applicable.

When redeploying employees, CBC takes into account the accessibility needs of employees with disabilities, and, by January 1, 2016, will take into account written individual accommodation plans.

## **13. DESIGN OF PUBLIC SPACES STANDARDS**

*Compliance Deadline: January 1, 2017*

### **Accessibility Plan:**



CBC is not currently responsible for redeveloping or constructing any of the public spaces covered by the Design of Public Spaces Standards. However, should CBC have such responsibility in the future it will ensure compliance with the requirements of the IAS.

CBC will comply with the accessibility requirements of the Design of Public Spaces Standards when redeveloping or constructing new public spaces on or after January 1, 2017. For further information on existing or planned projects to redevelop or construct new public spaces see CBC's Accessibility Plan.

#### **14. QUESTIONS ABOUT THE POLICY OR ACCESSIBILITY PLAN**

For more information about the Policy or Accessibility Plan please contact:

Human Resources Manager  
Commercial Bakeries Corporation  
Tel : 416-247-5478 # 279; Fax : 416-247-2680  
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