



# Multi-Year Accessibility Plan

## **Statement of Commitment**

Blackbird Baking Co is committed to treating all people in a way that allows them to maintain their dignity and independence. Our company believes in integration and equal opportunity.

We are committed to meeting the needs of people with disabilities in a timely manner and will do so by removing and preventing any barriers to accessibility. We will do so in accordance with the *Accessibility for Ontarian with Disabilities Act, 2005* and Ontario's accessibility laws.

## **Accessibility Plan**

The Blackbird Baking Co. Accessibility Plan outlines the steps our company is taking to meet all provincial requirements under the AODA & IASR and improve opportunities for people with disabilities. This plan will be reviewed and updated at least once every five years.

Our company commits to training every employee as soon as practicable after being hired and providing training in respect of any changes to these policies.

# Section 1: Past Achievements to Remove and Prevent Barriers

## **Customer Service Accessibility and Communication**

Blackbird Baking Co has taken steps to reasonably accommodate the needs of customers with disabilities to ensure that they receive accessible goods and services of the same quality that others receive:

- Automatic doors have been installed at both locations and an accessible ramp at the Riverside location to make accommodations possible for any customers with assistive devices
- The designated customer areas are designed to be wide enough to accommodate assistive devices and are maintained free from clutter when open to the public
- Front of House staff have been trained in recognizing and helping customers with disabilities with processing orders and offering curbside pickups
- All interactions between customers and team members with regard to the application of this policy are done in a respectful and discreet manner

## **Support Persons and Service Animals**

Our company welcomes people with disabilities who are accompanied by a support person. Similarly, we welcome people with disabilities who are accompanied by a service animal. Service animals shall be under the care and control of the individual at all times.

## **Notice of Interruption**

Blackbird Baking Co. provides customers with notice in the event of either planned or unplanned disruption in the facilities or services used by people with disabilities. This notice includes the following information:

- Reason for disruption
- The anticipated disruption duration
- Description of alternate services or facilities available

These notifications are included but not limited to:

- Our company website
- Temporary signage at the entrances to both locations and in the specific points of disruption

## **Hiring Practices, Employment & Training**

Blackbird baking Company is committed to being a fair and an inclusive workplace, fully supporting and accepting applications from persons with disabilities.

- The public and employees are notified of the availability of accommodations for applicants with disabilities during the recruitment process. These modifications include a review and modification of existing policies, procedures and processes.

## Section 2: Strategies and Actions

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

Our company will provide or arrange for the provision of accessible format and communication support for persons with disabilities in a timely manner. Blackbird Baking Co. will take into account the person's accessibility needs when customizing individual requests.

Blackbird Baking Co. will take the following steps to ensure that all websites and content conform with AODA Information and Communication Standards by December 31, 2022:

- Build an updated website that takes into consideration any accessibility accommodations required in accordance with public guidelines and across all viewing platforms
- Have internal and third-party accessibility consultants regularly monitor and test our website
- Identify usability issues and discover new solutions to further improve accessibility
- All web content must also conform with the International Web Content Accessibility Guidelines (WCAG) 2.0, level AA

### **Accessible Emergency Information**

Blackbird Baking Co. is committed to providing publicly-available emergency information in an accessible way upon request. Our company will also provide employees with disabilities with individualized emergency response information when necessary.

### **Hiring Practices & Employment**

Blackbird Baking Co. is committed to fair and accessible employment practices.

Our company will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment, assessment and hiring process by January 1, 2022:

- Post information on our website
- Include information in our job postings including and not limited to the following statement:  
*"Accessible recruitment is available upon request"*

Blackbird Baking Co. will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to disability by January 1, 2022:

- Involve employees in the development of their catered plans, regularly review these plans
- Assess the accommodation needs of our employees and explain why an accommodation plan may be denied on a case by case basis
- Protect our employees' private personal information
- Provide plans in accessible formats

- Speak to employees who publicly display a disability and find out how our company can accommodate their needs
- Consider and adjust common practices on what accommodations may be appropriate for an employee returning to work, depending on if their disability is temporary, recurring or permanent

Blackbird Baking Co. will take the following steps to ensure that the accessibility needs of employees with disabilities are taken into account in our performance management, career development and redeployment processes by January 1, 2022:

- Review employees' accommodation plans to understand their needs and see whether adjustments are needed to help them succeed. These reviews will be performed with the input of the employee
- Make performance management documents available in accessible formats when asked
- Provide feedback and coach employees in a way that is accessible to them
- Consider what accommodations employees with disabilities may need in order to learn new skills or take on more responsibilities

## **Training**

Blackbird Baking Co. will provide training to employees on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties and responsibilities of those being trained.

Our company will take the following steps to ensure that the employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2022:

- Provide a training module on Ontario's accessibility laws and Human Rights Code to all existing employees and new hires.
  - Training topics will include:
    - Review of the purpose of AODA and requirements of the Customer Service Standard
    - Instructions on how to interact and communicate with people with disabilities and those who use assistive devices or require the assistance of a Service Animal or a Support Person
    - Instructions on how to use equipment or devices on-site or otherwise that may help with providing goods or services to people with disabilities
    - What to do if a person with a disability is having difficulty in accessing Blackbird Baking Co. goods and services
- Seek out best practices in order to deliver the most effective ongoing training
- Maintain training records that include the date the training was delivered and the names of the individuals to whom it was provided

## **Customer Service**

Blackbird Baking Co. is committed to continuing to remove obstacles for staff and customers by:

- Implementing monthly walkabouts to identify barriers, such as stanchions, merchandise or shelving units
- Ensuring that there is always a person on staff to assist customers with accessing product
- Ongoing implementation of better communication practices for staff members when dealing with customers with disabilities:
  - Compiling a more comprehensive training manual and revisiting it with each employee. This manual will include important points such as:
    - Do not rush conversations and be flexible. Do not refer to the person's disability unless relevant to purchasing a product
    - Offer assistance but respect their wishes if they turn down your offer
    - Speaking directly to the person with disabilities first, not the support person.

## **Design of Public Spaces**

By January 1, 2023 Blackbird Baking Company will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to our public spaces. We will establish procedures to prevent service disruptions to accessible parts of our public spaces and we will notify the public of these disruptions and the alternatives available.

## **Feedback**

Blackbird Baking Co. welcomes and appreciates all feedback. We are committed to surpassing customer expectations and will ensure that our feedback process is accessible to all people with disabilities. Follow up will be provided within an appropriate time frame:

- By phone at our Kensington Location: 416-546-2280 and our Riverside Location: 416-465-0043
- By mail: 101-635 Queen Street East, Toronto, ON, M4M 1G4
- In person
- By email: [info@blackbirdbakingco.com](mailto:info@blackbirdbakingco.com)

Accessible formats of this document are available upon request.

Our company will communicate with people with disabilities in a respectful way that takes into account their disability and therefore ensuring they have the best customer service experience possible.