

Regulation 191/11:

Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 requires organizations to create written accessibility policies and make them publicly available. The accessibility policies are the formal rules an organization puts in place to achieve its accessibility goals. Our policy is detailed below.

## Policy

### Statement of Commitment

Ce De Candy Company Ltd. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Ce De Candy Company Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## Training

We will train all employees in Accessible Customer Service and the Ontario Human Rights Code as it relates to people with disabilities as well as the Company Statement of Commitment.

Training will consist of:

Purpose of the AODA, 2005 and the requirements of the Customer Service Standard.

- Review of the Company Statement of Commitment.
- How to interact and communicate with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use any equipment or assistive devices available on site that may help providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods or services
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person

- How to use the equipment or devices available on site or otherwise that may help with providing goods or services.
- What to do if a person with a disability is having difficulty in accessing our organization's goods or services.

We train every employee as soon as practicable after being hired. Further training may occur only if there is significant change to the Statement of Commitment or the Company Accessibility Policy. The Human Resources Manager or Shift Supervisor is the trainer.

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

Training may be done by videos found on the Ontario government websites. See below. The employee would watch the training videos relevant to their job. As well, each employee would receive training in the Ontario Human Rights Code as it relates to people with disabilities and how the Code and AODA work together and how they are different.

1) <https://accessforward.ca/> (General Requirements Module, Customer Service Module, Employment Standard Module (if applicable), Design of Public Spaces Module if applicable).

2) <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> (Ontario Human Rights Code). This training addresses the requirements under section 7 of the Integrated Accessibility Standards Regulation (IASR)

### Assistive Devices

People with disabilities may use their personal assistive devices when visiting our building. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can visit our building.

If applicable, we will ensure that our employees are trained and familiar with any assistive devices we have on site or that we provide that may be used by visitors to the factory with disabilities.

We will train our staff on the use of assistive devices by having them watch the Customer Service Standard found on the [accessforward.ca](https://accessforward.ca) website.

### Communication

We will communicate with people with disabilities in ways that take into account their disability. Some examples include:

- Always looking at and speaking directly to the customer with a disability rather than the support person or another customer.
- Not assuming a customer with a disability needs help. Offering assistance and saying, “How may I help you?”

We will work with the person with disabilities to determine what method of communication works best for them.

### Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public such as the Main Office Reception Area.

A service animal can be easily identified through visual indicators such as when it wears a harness or a vest or when it helps the person perform a task.

### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to the parts of our premises that are open to the public, for example the Main Office reception area.

### Notice of a Temporary Disruption

In the event of a planned or unexpected disruption to the operation of the business, the Company will notify its customers promptly by displaying a sign on the Main Entrance which includes information about the reason for the disruption, its anticipated length of time and a description of who/how to reach us with questions.

### Feedback Process

Ce De Candy Company Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following three (4) ways:

In person

By Mail: 150 Harry Walker Parkway North, Newmarket, ON L3Y 7B2

By Phone: 905 853-7171 or 1 866 207-8882

Email: [accessibility\(at\)rocketscandy.ca](mailto:accessibility@rocketscandy.ca)

All feedback including complaints will be directed to the Human Resources Department.

The Company will respond to feedback within 7-10 business days in the same manner in which the feedback was communicated.

The Company will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

#### Notice of Availability of Documents

Ce De Candy Company will provide documents related to accessible customer service in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

#### Self-Service Kiosks

Not applicable

#### Procurement

Not applicable

#### Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about the organization and its services in accessible formats or with communication supports.

The company will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that the information or communications are unconvertible, the organization shall provide the request with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

We will meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2 Level AA website requirements in accordance with Ontario's accessibility laws.

#### Employment

We notify employees, job applicants and the public that the Company will accommodate the needs of people with disabilities during the recruitment and hiring process. We notify job applicants when they are individually selected to participate in the interview process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies regarding job accommodation that take into effect an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports for:

- a) Information needed to perform the employee's job; and
- b) Information that is generally available to employees in the workplace

Where needed, we will provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the needs for accommodation due to the employee's disability.

We have a written process to develop individual accommodation plans for employees.

We have a process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work.

### Design of Public Spaces

We will meet accessibility laws when building or making changes to public spaces. Our public spaces include:

Accessible off street parking

### Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

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Accessibility Plan and Policies for Ce De Candy Company Ltd.

This 2014-2021 accessibility plan outlines the policies and actions that Ce De Candy Co. has put in place to improve opportunities for people with disabilities.

### Statement of Commitment

Ce De Candy Company Ltd. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws: The Accessibility for Ontarians with Disabilities Act.

### Accessible Emergency Information

Ce De Candy Company Ltd. is committed to providing its customers and visitors with publicly available emergency information in an accessible way upon request.

We will also provide employees with disabilities individualized emergency response information upon request.

### Training

Ce De Candy Company Ltd. will provide training to all employees on Ontario's Accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suits the employee.

Ce De Candy Co. will take the following steps to ensure employees are provided with the training needed to meet Ontario's Accessibility laws under the AODA by January 1, 2015:

All employees in the organization will receive training on how to provide accessible customer service and how to interact with people with disabilities.

The following training program created jointly by the AODA and the Ontario Government will be used to satisfy the customer service training requirement:

<https://accessforward.ca/>

The Company will also provide training on the Ontario Human Rights Code as it relates to people with disabilities, and how the Code and Ontario's accessibility laws work together and how they are different:

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

### KIOSKS

This section does not apply to Ce De Candy Co.

## Information and Communications

Ce De Candy Company is committed to meeting the communication needs of people with disabilities.

We will consult with the person who has the disability to determine their communication and information needs.

Ce De Candy Company will ensure that any new website and content on that site developed after January 1, 2014, conforms to WCAG 2.0 Level A.

Ce De Candy Co. will take the following steps to ensure existing feedback processes are accessible to people of disabilities upon request by January 1, 2015:

Feedback is accepted through our website under “contact us”, in person, by phone, by mail and by email.

Ce De Candy Company will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

Accessible formats can be requested of any publicly available policy, procedure or information.

Ce De Candy Company will take the following steps to make all websites and content conform to WCAG 2.0 Level AA by January 1, 2021:

We will work with our web developer to ensure any website updates and content meet WCAG level AA compliance by 2021.

## Employment

Ce De Candy Company is committed to fair and accessible employment practices to meet the needs of employees and job applicants with disabilities. The Company will take the following steps to notify employees and the public that, when requested:

Ce De Candy Company will accommodate people with disabilities during all aspects of the recruitment process including the recruitment (includes the interview), selection and hiring process.

Job Postings include wording such as: Ce De Candy welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

The applicant can request accommodation in the hiring process through the Human Resources Contact.

The Company will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work plans for employees that have been absent due to a disability.

Ce De Candy has a return to work and accommodation policy in place for all employees requiring accommodations in the workplace due to a disability.

The employee is responsible to identify the need for accommodation to their supervisor or Human Resources contact.

The Human Resources Manager will assist supervisors, managers and employees in developing suitable accommodation plans where requested.

If Ce De Candy Company is using a performance management, career development or a redeployment process, the accessibility needs of employees with disabilities will be taken into account. The Human Resources Manager will assist supervisors, managers and the employee in developing a suitable accommodation plan where requested.

Ce De Candy will take the following steps to prevent and remove other accessibility barriers identified:

Accessibility will be discussed during Key Performance Indicator meetings which occur biannually as well as during Health and Safety Meetings and weekly management meetings. The Company will strive to identify and remove barriers for our customers and employees.

The plan will be reviewed annually and ongoing improvements and changes will be considered.

## DESIGN OF PUBLIC SPACES

Ce De Candy will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which include:

**Accessible Off Street Parking.** When major modifications are to be made to the Company Parking lot, the company will ensure that 4% of the total parking spaces allocated for are accessible parking spots.

Ce De Candy will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

Any disruption of service will be communicated to the public through our regular communications system and through signage which will be posted at our main entry points: Main Office Door, Shipping.

For more information



For more information on this accessibility plan or to request accessible formats of this document please contact us in the following ways and ask for Human Resources:

Email: [accessibilit@cedecandy.ca](mailto:accessibilit@cedecandy.ca)

Phone: 905-853-7171 \*129 or 1-866-207-8882

In person or by mail: 150 Harry Walker Parkway North, Newmarket, Ontario L3Y 7B2