



AODA Policy and Multi-Year Accessibility Plan

Part 1: Introduction

Bayview, a Group of Companies (Bayview), is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities promptly and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Regulations* (the "ISAR") of *Accessibility for Ontarians with Disabilities Act* ("AODA").

Purpose, Scope and Responsibilities

Under the *Accessibility for Ontarians with Disabilities Act of 2005*, all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the *Integrated Accessibility Standards Regulation* (IASR) in the areas of Employment, Information and Communications and Public Spaces for Bayview Flowers in accordance with Ontario Regulation 191/11, Ontario Regulation 413/12 and with the Ministry of Economic Development, Trade and Employment's intent to "streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations". *The Integrated Accessibility Standards Regulation* came into force on July 1, 2011.

This plan has been drafted in accordance with the Regulation and addresses how Bayview Flowers achieves accessibility by meeting the Regulation's requirements. It provides the overall strategic direction for providing accessibility support to Ontarians with disabilities. Please note that while accessibility principles and efforts apply to and will be followed by all Bayview Flowers' locations, the specifics of this plan document apply only to locations with 50 or more employees, as per the regulation.

The requirements of the Regulation include the following four items:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training; and
- Other specific requirements under the Information and Communications, Employment Transportation Standards and Public Spaces.



Policy Statement and Organizational Commitment

Bayview is committed to and guided by the four (4) core principles of Dignity, Independence, Integration, and Equal Opportunity and supports the full inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

Bayview shall implement this policy and accessibility plan to ensure that we timely meet the needs of people with disabilities.

Part 2: Accessibility Standards at Bayview

Accessibility Plan

The AODA seeks to provide a fully accessible Ontario by 2025. Consistent with these objectives, organizations, including Bayview, must ensure their workplaces and services are fully accessible to employees and the public, including persons with disabilities.

The ISAR requires every employer with 50 or more employees to develop and post a Multi-Year Accessibility Plan on their website by January 1, 2014. In accordance with the ISAR, Bayview's Multi-Year accessibility plan outlines its comprehensive strategy to prevent and remove barriers to accessibility.

The objective of the Multi-Year Accessibility Plan is to support Bayview's compliance with the AODA and the ISAR and its commitment to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

Training

Bayview is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Bayview will ensure that training is provided to all team members, volunteers, third-party contractors who provide goods and services on our behalf, and those who develop the organization's policies on the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided if any changes are made to this policy or the requirements. Bayview will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

In accordance with the IASR, Bayview will take the following steps to ensure team members are appropriately trained:

- Determine the training requirements of the IASR and the Ontario Human Rights Code as it pertains to people with disabilities and ensure it is provided to all team members, volunteers and persons developing organizational policies;
- Utilize Training resources to determine appropriate training methods and delivery for the Bayview Flowers locations;
- Ensure third-party contractors who provide goods, services or facilities on Bayview's behalf have received appropriate training;



- Ensure training is provided to the above-noted individuals as soon as practicable;
- Maintain training dates and the number of individuals who are trained
- Ensure training is provided on any related policy changes

Customer Service Standard

Information and Communication Standard

Bayview is committed to providing accessible customer service to people with disabilities. This means Bayview will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If Bayview determines that converting the information or communications is not technically feasible or that the technology to convert the information or communications is not readily available, we will be obligated to provide the person who requires the information with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

Accessible Emergency Information

If Bayview prepares emergency procedures, plans, or public safety information and makes it available to the public, we shall provide the information in an accessible format or with appropriate communication support as soon as practicable upon request.

Feedback, Accessible Formats and Communication Supports

Bayview welcomes feedback on how we provide accessible customer service and employee accessibility. Bayview has a policy and process for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication support upon request.

In addition, following the IASR, Bayview Flowers will provide or arrange for accessible formats and communication support for people with disabilities:

- Upon request, promptly consider the person's accessibility needs due to a disability.
- At a cost that is no more than the regular cost charged to other people.
- Consult with the person making the request and determine the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports.

Website Accessibility

Bayview shall take the following steps to make its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA:



- Ensure that any web content developed internally or externally meets the Information and Communication Standard and that content developers/vendors have the necessary expertise to create such content.

Employment Standard

Bayview is committed to fair and accessible employment practices. The *Employment Standard Act* builds upon the existing requirements under the *Ontario Human Rights Code* concerning how accessibility throughout the entire employment cycle is provided. It applies to team members and does not apply to volunteers and other non-paid individuals.

Recruitment

Bayview shall take the following steps to notify team members and the public about the availability of accommodations for applicants with disabilities as follows:

- During recruitment, job applicants are individually selected to participate in an assessment or selection process.
- If a selected applicant requests an accommodation, Bayview Flowers shall consult with the applicant and provide or arrange for a suitable accommodation that considers the applicant's disability.
- Notify successful applicants of the policies for accommodating team members with disabilities.

Team Member Notification

- Bayview should inform its team members of its policies used to support its team members with disabilities, including but not limited to policies on the provision of job accommodation that take into account a team member's accessibility needs due to a disability as follows:
 - As required by new team members as soon as practicable after they begin employment.
 - Whenever there is a change to existing policies on providing job accommodations that consider a team member's accessibility needs due to a disability.

Accessible Formats and Communication Supports

Upon request, Bayview will consult with a team member with a disability to provide or arrange for the provision of accessible formats and communication support as outlined below:

- Information that is needed to perform the team member's job.
- Information that is generally available to team members in the workplace and
- Consult with the team member requesting to determine the suitability of an accessible format or communication support.



Individual Accommodation Plan (IAP) and Return to Work

Bayview will take the following steps to develop and put in place a process for developing documented Individual Accommodation Plans and return-to-work plans and processes for team members who have been absent due to a disability:

- Develop an IAP that includes the following:
 - The team member's participation in the development of the IAP;
 - Assessment on an individual basis; or Identification of accommodations to be provided;
 - Timelines for the provision of accommodations;
 - Bayview may request an evaluation by an outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
 - Team members may request the participation of a representative from the;
 - Steps taken to protect the privacy of the team member's personal information;
 - Frequency with which the IAP will be reviewed and updated and how it will be done;
 - If denied, the reasons for denial are to be provided to the team member;
 - A format that takes into account the team member's disability needs;
 - If requested, any information regarding accessible formats and communication supports provided;
 - Identification of any other accommodation that is to be provided.

Performance Management, Career Development and Advancement and Redeployment

Bayview will take into account the accommodation needs and/or Individual Accommodation Plans of team members when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures. In accordance with the IASR, Bayview will take the following steps to ensure that the accessibility needs of team members with disabilities are taken into account if we are using performance management, career development and redeployment processes:
 - Review internal policies and procedures to ensure they comply with the IASR;
 - Take into account the accessibility needs of team members with disabilities and, as applicable, their Individualized Accommodation Plans when:
 - Assessing performance
 - Managing career development and advancement, including notification of the ability to provide accommodations on internal job postings
 - Redeployment is required



Workplace Emergency Response Information

Bayview shall provide individualized workplace emergency response information to team members who have a disability for the four points below:

- If the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the team member's disability.
- If the team member who receives an individual workplace emergency response information requires assistance and with the team member's consent, Bayview shall provide the workplace emergency information to the person designated by Bayview to assist the team member.
- As soon as practicable after becoming aware of the need for accommodation due to the team member's disability.
- Review the individualized workplace emergency response information when the team member moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

Part 3: Modifications to this or other Policies

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

Any updates or modifications to this policy will be communicated promptly and appropriately to all team members.

Part 4: Closing statements

In accordance with the AODA and with Bayview's objective of treating people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for Bayview's people to develop to their full potential, the Multi-Year Accessibility Plan is posted on Bayview's website and will be reviewed and updated every 5 years.

If you have any questions or feedback related to Bayview's Multi-Year Accessibility Plan, please contact:

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President

A handwritten signature in black ink, consisting of several overlapping loops and strokes.

Vice-President