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ACCESSIBILITY POLICY DEL'S 2.0			

Statement of Organizational Commitment:

Del's Pastry is committed to treating everyone in a way that allows them to maintain their dignity, independence, and integrity. We embrace our core values of fairness, directness, respect, diversity, accountability, dedication, openness, humility, and empathy in all facets of our day-to-day operations.

As a leader in our industry, we believe in equality for all, and are committed to meeting the needs of people with disabilities. We ensure this is accomplished through fair opportunities of employment, accessibility, removing barriers, attitudinal adjustments, and all other requirements under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Human Rights Code, and other applicable equality legislation.

Training

We are committed to training our staff in communication, attitude adjustments, and our core values as relate to persons with disabilities.

Training Includes:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- Our policies related to human rights, hiring practices, and return-to-work programs.
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.

We train every person as soon as practicable after being hired in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

We provide classroom-based training to every employee before they start working at their workstations, and continuous on-the-job training.


Assistive Devices

People with disabilities may use their personal assistive devices when accessing our facilities ; so long as it does not pose a health/safety risk to others, or a food safety risk to our products. In cases where the assistive device presents a significant and unavoidable risk to operational requirements, other measures may be used to ensure the person with a disability can access our facilities.

Assistive Devices Include:

- Handicap washroom
- Communication Aids (except headphones or air pods on production floor)
- Prosthetics (so long as they are not made of glass)
- Communication electronic devices
- Wheelchairs, crutches, canes (so long as they are not on the production floor)
- Hearing Aids
- Vision Aids
- Ramps & automatic entry ways
- Communal areas that can fit assistive devices

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Communication

We communicate with people with disabilities in ways that take into account their disability with information about our organization and its services, including public safety information, in accessible formats and/or with communication support.

All communication is conducted in a timely manner and includes:

- Internal Posters
- Employee information board
- Social Justice Committee
- Company Website
- Job Advertisements
- Employee Family Assistance benefits

If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

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

Service Animals

Due to food safety reasons, we cannot allow any service animals into our facility.

Support Persons

A person with a disability who is accompanied by a support person may be allowed to have that person accompany them on our premises.

Before deciding if the Company will allow a support person to accompany a person with a disability, we will:

- Consult with the person with a disability to understand their needs.
- Consider health or safety reasons based on available evidence, as well as food safety.
- Dependent on status (visitor, contractor or employee) the company will assess each situation in good faith to have the safest conclusion possible.
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.


If this organization determines that a support person is required, the Company will accommodate to a point of undue hardship.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

This notice of disruption will be made available to all customers, employees and/or contractors in writing in an accessible location.

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Feedback Process

Del's Pastry welcomes feedback on how we provide customers with access to our operational information. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided through our website, or with our sales team. The company also ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, on request.

Notice of Availability of Documents

Documents related to accessible customer service are available upon request. Requests can be made through the company website or through the sales/marketing team.

Employment

We notify employees, job applicants and the public that accommodation can be made during recruitment and hiring processes.

We provide job applicants that are individually selected to participate in a selection process where accommodation is available upon request. We consult with the applicants and provide or arrange suitable accommodation if required. We notify successful applicants of policies for accommodating employees with disabilities during the interview process, if required.

We notify staff that support is available for those with disabilities. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account 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 specifically for:

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

Where needed, we will also 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 need for accommodation due to the employee's disability.


We will review the individualized workplace emergency response information:

- When the employee moves to a different location in the organization;
- When the employee's overall accommodations needs or plans are reviewed; and
- When the employer reviews its general emergency response policies.

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

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

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Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

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.

Multi-Year Accessibility Plan

Del's Pastry strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005; with our social justice committee championing the removal of barriers.

Customer Service

We welcome visitors and clients to contact and/or come to the facility, [while following all safety/food safety requirements] during office hours. While we are not customer facing, we provide accessible entrances, exits and office space. We also provide customer service online through our website and social media.

Training for any new hires client facing is also provided; but we plan to enhance this training as we continue to get more clients.

Information and Communication

We provide information and communication externally through social media, our company website, trade shows (both virtual and in-person). Internally, the company uses various employee boards, workplace huddles/meetings, posters, and 24/7 management access for employees.

As part of our continuous improvement, the company would like to promote more information/communication on our internal employee intranet (once finalized).

Employment


The company is committed to fair and equal employment opportunities.

We provide accommodation and return-to-work programs for all employees to a point of undue hardship.

We participate in job fairs, non-for-profit employee placements and other recruitment initiatives – our plan is continuous improvement of removing barriers for people with disabilities and make more of an effort to express our core values during the hiring process for any incumbents. We offer employees Employee Family Assistance Programs as part of our group benefits package.

The social justice committee is an option for any employee to join – SJC was implemented to highlight our diverse and inclusive company culture and continuous improvement.

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We plan to implement a more accessible breakroom/lunchroom by incorporating automatic entry over the next five (5) years.

Procurement & Transportation

The company is committed to fair and accessible employment opportunities as well as accessible transportation services.

We provide accessible ramps & entry ways for all truck/delivery drivers to our facilities.
 We provide training and MHE to support the internal movement of our products – inclusive for people with disabilities.

Self-Service Kiosks

The company does not have self-service kiosks as they are not applicable to our business operations.

Training

The company is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

We currently provide all new hires and legacy staff with basic AODA training annually.
 We plan to enhance AODA training over the next five (5) years to communicating with a person with disabilities training, communication with a person with disabilities who use assistive devices and what to do if a person with disabilities is having issues accessing our business,

We are in the process of implementing emotional intelligence training for all staff – implementation scheduled to take place in 2024.

Design of Public Spaces

The company will meet accessibility laws when building or making major changes to public spaces. We may be required to put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For more information on this accessibility plan, or other accessible formats of the plan, please contact:

Jocelyn Faintuck, Human Resources Manager
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 416-577-4112

Our accessibility plan is publicly posted on our website:
www.delspastry.com

Follow us on social media – LinkedIn, Facebook, TikTok, Instagram.

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