



Bold Canine Inc. Multi-Year Accessibility Plan

November 2023

Statement of Commitment

Bold Canine Inc. (aka Bold Canine or Bold) is committed to working towards full compliance with current standards under the Accessibility for Ontarians with Disabilities Act (AODA) and other provincial-specific legislation.

Bold Canine strives to provide an accessible environment for its employees, customers, and members of the public. We recognize the diverse needs of our employees and customers, are working to become more responsive to those needs, and strive to provide services and facilities that are accessible.

This Multi-Year Accessibility Plan outlines our approach to building an inclusive workplace and ensuring our services are provided in an accessible manner for our employees and customers. Bold Canine will review this plan once every 5 years at a minimum. We will also post this plan on the Company website.

The accessibility standards addressed in the Multi-Year Accessible Plan include: Information and Communication, Customer Service, Employment, Training, and the Design of Accessible Built Environments/Public Spaces. Transportation and Self-service kiosk requirements do not apply to Bold Canine.

Information and Communication

Bold Canine will follow universal design principles and best practices when developing, implementing, and maintaining information and communications strategies and products. This includes website, print communications materials, as well as face-to-face interactions for our customers and employees. Bold Canine is committed to ensuring that information and communications are available and accessible to people with disabilities.

Past Achievements and Ongoing:

- Continually review and update policies to ensure consideration of people with disabilities.
- Review customer and employee feedback and take appropriate action.
- Offer accessibility requirements into employee training and orientation materials when requested.
- Continuously refine communication guidelines to create content that is simple, concise, and easy to understand.
- Submit the Accessibility Compliance Report by Dec. 31, 2023.
- Review and update employment, HR, and customer service policies to ensure high quality, accessible service.
- Set up internal processes for customers to request a communication support or in alternate formats.



- Ensure that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
- Build a process to receive feedback from customers, the public and employees, in alternative formats (e.g., telephone, TTY, mail, in person). Ensure this process is communicated to staff, customers, and the public via our websites and internal communication tools (i.e., communication boards).
- Develop and maintain a training strategy to ensure that staff has the knowledge, tools and technical advice to create accessible materials.

Longer-Term: (by May 30, 2024)

- Achieve compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA to ensure that the website is accessible to people with disabilities.
- Ensure accessibility needs receive consideration in the development of marketing and advertising materials by training marketing personnel.

Customer Service

Bold Canine is committed to providing accessible services and facilities to all customers.

Past Achievements and On-going:

- Ensure Accessible Customer Service training is completed by all customer-facing employees and persons working with Bold Canine.
- Accommodate the use of assistive devices, service animals, and support persons by customers with disabilities, or make available alternative arrangements where this is not possible.
- Provide reasonable notice to customers of any temporary disruption to facilities and services normally made available to persons with disabilities (including the reason for disruption, duration, alternative services, or facilities when and where available).
- Publish our Accessibility Plan and Policy on our websites for review by customers.
- Establish a multi-format feedback mechanism to encourage feedback regarding the way Bold Canine provides goods and services to all customers – via our websites and social media.
- Communicate with customers in ways which accommodate unique disabilities including alternative communication formats such as large print or Braille, as requested.
- Ensure the facility remains accessible to all customers where practicable.

Employment

Bold Canine is committed to ensuring that the hiring process is as inclusive as possible in order to build an effective workforce. Resolving employment-related barriers helps ensure everyone has the same employment opportunities. We are committed to a safe and supportive workplace and promoting a culture that values diversity, equity, inclusion and belonging.

Past Achievements and Ongoing:



- Live up to our Accessibility Policy, for the workplace and customer service.
- Continue to create awareness of accessibility to foster a more inclusive workplace.
- Continue to support hiring managers to broaden their perception and provide them with the information and resources they need to support a more inclusive and accessible workplace.
- Review and enhance our accommodation processes as needed.
- Continue to evaluate how well our processes for workplace accommodation are performing.
- Continue to improve how we engage and collaborate with persons with disabilities.
- Enhance workplace emergency responses through individualized emergency response information and assistance as required.
- Initiate forums for collaboration, information sharing, and discussion, such as stand-up huddles, grass root meetings, and townhall meetings.
- Ensure all job ads include accommodation statement and new hires have been made aware of accessibility policies via the job ads, and throughout the entire recruiting, assessment, and hiring process.
- Ensure that, under the employment standards section for new hires, when an offer of employment is made, the new hire is notified of Bold Canine's policies to accommodate people with disabilities, such as the Accessibility Policy.

Longer-Term:

- Review and evaluate the effectiveness of training.
- Further elevate leaders' familiarity with accommodation processes and practical ways to increase inclusion and accessibility in the workplace.
- Build accessibility into future employee development systems, such as career development processes, performance reviews, IDPs, and so on.
- Use internal feedback and consultations and collaborate with persons with disabilities to ensure that accessibility standards are integrated across our business – including workplace policies, employment standards, programs, and work environments.

Training

Bold Canine is committed to ensuring that accessibility training on Accessibility Legislation, its requirements, and overall accessibility policies and procedures is provided to all employees.

Past Achievements and Ongoing:

- Develop and rollout training programs on the general accessibility requirements of AODA, the Human Rights Code, Employment Standards, and Accessible Customer Service Standards for all employees, based on their duties.
- Provide relevant yearly re-training, especially when there are changes to the accessibility policies.
- Ensure new employees receive all relevant training during onboarding and orientation, as soon as practical. Department heads are responsible for ensuring all their team members are trained.
- Maintain workplace emergency responses and training information and share with the Joint Health and Safety Committee.



- Ensure that training records are maintained and accessible for review, to track compliance and completion.

Accessible Built Environment

Bold Canine will strive to ensure that any future facilities are designed and built in accordance with accessibility standards. Addressing barriers related to the built environment helps us ensure that people using our facilities have barrier-free access where possible. We will improve planning for new builds. We will work with our team members and external partners to better understand, and address barriers experienced by persons with disabilities.

Past Achievements and Ongoing:

- Ensure team members know all spaces must be clear of physical barriers to enable customer entrance to facilities, accessible parking spots, mobility into facilities, and build a barrier-free customer ledge at on the checkout counter.
- Refer employees, customers, and leaders to the accommodation process if physical barriers are identified in the workplace.

Longer-term:

- Review facility layout designs to identify opportunities to improve accessibility.
- Develop and include accessible standards when retrofitting buildings and renovating workspaces, as per AODA legislative requirements.

Bold Canine is committed to ensuring accessibility is a reality throughout all facilities and business operations. For further information about this Plan or any other accessibility issues, please contact Jen Tutt.

Bold Canine welcomes feedback on how we provide services to persons with disabilities. Feedback will help us identify barriers and respond to concerns. Bold Canine also welcomes feedback from its employees, vendors, customers, and visitors. Please direct feedback, questions, and ideas to Jen Tutt; contact information outlined below.

Contact: Jennifer Tutt, HR Manager

Phone: 519 833 0800 extension 201

Address: 9609 Sideroad 17., Erin ON NOB 1T0

Email: jen@boldcanine.com

This document is available in alternate formats upon request.