

AODA: Information and Communication Standards

Baycoat is committed to creating, providing, and receiving information and communications in ways that are accessible for people with disabilities. Our goal is to help people with disabilities access sources of information and communications that individuals and organizations rely on every day.

This standard is intended to meet the requirements of *Integrated Accessibility Standards under the AODA* and applies to the way Baycoat sends and receives information and communications.

1. Accessibility Feedback Process

In Accordance with the AODA, the purpose of this policy is to ensure for receiving and responding to feedback are accessible to persons with disabilities by providing the provision of accessible formats and communications supports upon request.

Baycoat shall provide employees, other staff members, and customers with the opportunity to provide feedback on the service provided by email at tcurtis@baycoat.com. Feedback can also be provided verbally or in writing to:

- Manager, Human Resources
(905) 561-0965 ext. 2451

Or in writing to:

- Baycoat, Human Resources
Box 624, 244 Lanark St. Hamilton On., L8N 3K7

Baycoat is responsible for recording and retaining all feedback received and it is noted when it was received, how it was submitted, who received the feedback, what was requested, when and how it was dealt with, by whom and when, and if the feedback was resolved. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Employees must ensure that feedback provided is dealt with immediately.

2. Accessible Formats

Baycoat is committed to arranging the provision of accessible formats and communications supports in its processes to ensure that these processes are accessible to persons with disabilities in a timely manner.

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities. This means Baycoat will actively ensure people have adequate time to process and reply to information provided however they need.

Baycoat will publicly notify all staff, employees, visitors, clients, and customers about the availability of these accessible formats, with communication supports, through our company process. The process consists of the following:

- Information will be posted at Baycoat's offices and placed on Baycoat's website inviting any staff member, service provider, or customer to provide their feedback on their experience with concerns.
- Printed information is available inviting people with disabilities to provide feedback on their experience or concerns about the accessibility of Baycoat's information and communications and documentations used. This can be done verbally or written using the contact information listed above in subsection i. "Accessibility Feedback Process"

3. Emergency Procedures, Plans, or Public Safety Information

At Baycoat, safety is our number one priority. In order to ensure the health and safety of our customers, contractors, employees and the general public, Baycoat shall provide all existing emergency information, emergency procedures, plans, and public safety information in an accessible format upon request and in a timely manner.

➤ *Emergency and Safety Plan*

Under the Employment Standard of the ADODA, Baycoat will provide accessible emergency information to workers with disabilities. Baycoat also acknowledges it will create an individualized workplace emergency response plan to any worker with a disability who needs assistance during an emergency.

Workers with disabilities will receive emergency information in formats they can access.

➤ *Individual Workplace Emergency Response Plan*

Baycoat will provide a written document that details all assistance a worker needs during a workplace emergency. Baycoat will assist those who might need assistance in various platforms, that include but are not limited to:

- Activating an alarm, or issuing an alarm that is sounding or flashing
- Locating and establishing path to various building exists and ensuring they are accessible.
- Communicating with emergency responders
- Travelling through and out of buildings without using elevators
- Finding and using designated waiting areas

➤ *Individual Accommodation Plan for Employees*

Baycoat is committed to accommodating any employee who requires so during an emergency service. In order to do so, Baycoat is committed to providing individual accommodations in various formats, that include:

- Multiple signals, such as audio, visual, and vibratory alarms. With these individual adjustments, employees can learn different cues and how to respond to specific emergency alarms.
- Visual signage will be legible for anyone to read. Signage can include images, Braille, large print, and good colour contrast to those who require it.
- Offer audio directions via public address system to help lead employees unassisted to a general exit route.

- Baycoat guarantees the exit strategy will be safe for everyone to use. Exit paths will be clear and all doors will be labelled.
- Furthermore, the Plan will also include:
 - The names, locations and contact information of volunteers.
 - How the employee will be involved in every part of the emergency response.
 - Which parts the employee will know about or do on their own, which parts they will perform with assistance, or what volunteers should do.
 - Any alternate routes a worker and volunteer may use when exiting the building.

An Individualized workplace emergency response plan will also include the following employee information:

- The employee's name and department
- The employee's building address, floor, room name or number, and workstation

The plan will also list the same information about co-workers who have volunteered to help the worker.