



Food for pets,
naturally.

Multi-Year Accessibility Plan

COMMITMENT

Big Country Raw is committed to treating all employees, visitors, customers in a way that respects the dignity and independence of people with disabilities. This includes giving people the same opportunity to access our goods and services by continually looking for ways to remove barriers. Our Multi-year plan addresses all AODA and IASR standards. This plan will be reviewed on an annual basis to include any changes to provincial standards.

AODA

The purpose of the AODA is to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for all Ontarians by the year 2025. Big Country Raw is committed to providing exceptional and accessible service to our customers in a manner that respects their dignity and independence.

AODA COMPLIANCE

- BCR employees are trained in accessible customer service
- Customers may call ahead and request assistance in visiting our store or receiving their order
- Our entrance to our Retail store is fully accessible, including sidewalk accessibility, automatic door openers and spacious floor space
- Service animals are permitted

INTEGRATED ACCESSIBILITY STANDARDS

INFORMATION AND COMMUNICATION

- Upon request, BCR will provide, or will arrange for the provision of accessible formats and communication supports in a timely manner
- Provide appropriate training to employees in any new accessible formats as needed
- BCR will strive to ensure that our website, including web-based apps are compliant with WCAG 2.0, Level AA
- A Feedback process has been included on our website under Accessibility

EMPLOYMENT

Recruitment:

- Equal access to recruitment and selection processes
- Accessibility statement on career website, and communication materials
- Accessibility statement on job postings
- Assist any accommodation requests for interviews
- Job postings and descriptions made available in alternate formats

BIGCOUNTRYRAW.CA



Food for pets,
naturally.

Accessible formats and Communication support for employees:

- BCR will work with employees to provide accessible formats and communication supports upon request

Emergency Response Plan:

- BCR will work with employees to provide a modified workplace emergency response plan upon request

Individual Accommodation Plan:

- BCR will make every reasonable effort to accommodate employees on an individual basis. Accommodation Plans will be documented