

B. Information and Communications

- **Accessible Formats & Communication Supports**
 - Respond to requests for accessible formats promptly.
 - Develop guidelines for accessible documents.
 - **Website Compliance**
 - Maintain website and web content to comply with WCAG 2.0 Level AA standards.
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C. Employment

- **Recruitment**
 - Notify employees and the public about accommodation during the recruitment process.
 - **Employee Support**
 - Develop and maintain individual accommodation plans and return-to-work processes for employees with disabilities.
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D. Design of Public Spaces

- When applicable, meet the accessibility standards for the design of public spaces, including:
 - Accessible parking.
 - Outdoor paths of travel.
 - Service counters.
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E. Customer Service

- Maintain accessible customer service policies.
 - Provide ongoing training to ensure staff can assist customers with disabilities.
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5. Feedback

Feedback on this accessibility plan or on accessibility in general can be provided in the following ways:

- By email to: susie@nationalbait.com
- Buss. phone # 905 278-0180
- Mailing address: National Bait Inc., 946 Lakeshore Rd. E., Miss., ON L5E 1E4