



Metalumen Manufacturing Inc. Multi-Year Accessibility Plan 2014-2018 (AODA)

Our Commitment

Metalumen Manufacturing Inc. values the contributions and participation of all persons employed or utilizing services provided by the companies. To facilitate this involvement, Metalumen Manufacturing Inc. is committed to providing services that are accessible to all.

About the Multi-Year Plan

Metalumen Manufacturing Inc. Multi-Year Accessibility Plan outlines the way the Company will identify, prevent and remove barriers for people with disabilities.

Executive Summary

The Accessibility plan was prepared in order to meet the obligations of the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The plan describes the actions already taken by Metalumen Manufacturing Inc. and the actions in which the Company will be working towards identifying, preventing and removing barriers for persons with a disability.

Legislative Background

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and formerly the Ontarians with Disabilities Act (2001), companies are annually required to prepare and publically release an accessibility plan in consultation with persons with disabilities and others in the community. The purpose of this plan is “to improve opportunities for persons with disabilities and to provide for their full involvement in the identification, prevention and removal of barriers to their full participation in the life of the Province”. The AODA focuses on improving accessibility in areas such as buildings and spaces, employment, customer service, information and communications. The AODA also applies to all public and government sectors. The AODA intends to achieve an accessible Ontario on or before January 1, 2025. To do so, mandatory and enforceable standards have been created. Effective January 2014, private sector businesses with more than 50 employees are required to have a Multi-Year Accessibility Plan as per AODA requirements.

Customer Service									
Description	Compliance Date - Jan 1							Action	Status
	2012	2013	2014	2015	2016	2019	2021		
Review and update customer Service Policy and make resources available for staff	2012								Ongoing. done annually.
Provide Customer Service training for all applicable staff.	2012							Review training materials and quiz	Ongoing, done annually

General Requirements									
Description	Compliance Date - Jan 1							Action	Status
	2012	2013	2014	2015	2016	2019	2021		
<p><u>Establish Accessibility Policies</u> 3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.</p>			2014					<p>(a) Draft policy and give to President for review and approval.</p> <p>(b) Post on website.</p>	<p>Ongoing</p> <p>Completed</p>
<p><u>Accessibility Plans</u> 4.(1)(a) Establish, implement, maintain and document a multi-year accessibility plan which outlines the organizations strategy to prevent and remove barriers and meet its' requirements under this Regulation;</p> <p>(b) Post the Accessibility Plan on their website, if any, and provide Plan in an accessible format upon request; and</p> <p>(c) Review and update the Accessibility Plan at least once every five years.</p>			2014			2019	<p>(a) Research compliance requirements.</p> <p>(b) Have IT post Plan to website stating available in various formats & contact HR.</p> <p>(c) Policy to be reviewed every 5 years, review date to be noted on the policy by Jan 1, 2019).</p>	completed	
<p><u>Training</u> 7.(1) Every obligated organization shall ensure that training is provided on the requirements of the Accessibility Standards referred to in this Regulation and on the Human Rights code as it pertains to persons with disabilities to,</p> <p>(a) all employees and volunteers;</p> <p>(b) all persons who participate in developing the organizations policies;</p> <p>(c) All other persons who provide goods, services or facilities on behalf of the organization.</p>				2015			<p>(a) Determine the method of training and the numbers of training levels (managers, employees, and classroom)</p> <p>(b) Conduct training and document on training records.</p>	<p>ongoing</p> <p>ongoing</p>	

Information and Communications Standards									
Description	Compliance Date - Jan 1							Action	Status
	2012	2013	2014	2015	2016	2019	2021		
<u>Feedback:</u> 11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communicating supports, upon request.				2015				(a) conduct review of all feedback processes across the organization (internally and externally) for all departments.	ongoing
								(b) Determine what accessible formats and communication supports we will provide upon request.	ongoing
								(c) Ensure staff and management are aware of the need to accommodate upon request (possibly part of the training).	completed
<u>Accessible Formats and Communications Supports:</u> 12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability: and b) at a cost that is no more than the regular cost charged to other persons.					2016			(a) Determine what accessible formats and communication supports we will provide to persons with disabilities upon request.	ongoing
								(b) Ensure these formats and supports can be provided in a timely manner (list of vendors, service and cost)	ongoing
								(c) Communicate that no additional charge is required.	ongoing
12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.					2016			(a) Train applicable employees on the need to consult the requestor for expectations of suitable accommodation.	ongoing
								(b) Determine protocol for situations where a suitable agreement cannot be made.	ongoing
12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.					2016			(a) Consider documentation at reception/front lobby.	ongoing
								(b) Post on website.	ongoing

<u>Emergency Procedures, Plans or Public Safety Info:</u> 13.(1) In addition to its obligation under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	2012								(a) Update Emergency Procedure to document that accessible formats are available.	ongoing
<u>Accessible Websites & Web content:</u> 14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the <u>World Wide Web Content Accessibility Guidelines (WCAG) 2.0</u> , initially at <u>Level A</u> and increasing to <u>Level AA</u> , and shall do so in accordance with the schedule set out in this section. (Excludes Live Captions and Audio Descriptions).			2014						(a) Communicate standard with website design contact. (b) HR and Marketing to remain in contact with website contact to continuously review WCAG guidelines to be informed of changes and updates	ongoing
All internet websites and web content must conform with WCAG 2.0 Level AA, other than Live Captions, and Audio Pre-recorded Descriptions.							2021			

Employment Standard									
Description	Compliance Date - Jan 1							Action	Status
	2012	2013	2014	2015	2016	2019	2021		
<u>Recruitment General:</u> 22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.					2016			(a) Include a statement in the job ad. "we are committed to providing accommodations for persons with disabilities. (b) Review where we advertise jobs to eliminate barriers.	ongoing

<u>Recruitment, Assessment or Selection process:</u> 23.(1) during a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. 23.(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.					2016		(a) Designate a contact person to handle queries regarding accessibility (Human Resources).	ongoing
							(b) Identify barriers; location of interview rooms, room set-up, interviewing timelines, paperwork.	ongoing
							(c) Offer support during pre-screen and other times throughout the process.	ongoing
<u>Notice to successful Applicants:</u> 24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.					2016		(a) Include a statement in an employment offer.	ongoing
25.(1) Every employer shall inform its employees of it's policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.					2016	Every year	(a) Annual training of the AODA policy to all employees.	ongoing
25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment					2016		(a) Include the AODA policy in the orientation package	ongoing
25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.					2016		(a) Retraining to be provided if significant change is made to policy. Annual training is conducted for all employees.	ongoing

<p><u>Accessible formats & communication Supports for Employees:</u> 26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, a) information that is needed in order to perform the employee’s job: and b) Information that is generally available to employees in the workplace.</p>					2016			<p>(a) when a request is made, the company shall undergo an internal functional audit of information specific to the position. (eg. Emails, paperwork, verbally, software) (b)When a request is made the company shall undergo an internal audit of regular communications in all departments to ensure that general information is available in the required format.</p>	ongoing
<p>26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>					2016			<p>(a) When a request is made the company shall list what the employee requires regarding accessible format or communication supports that are needed (text to speech, large print, pdf’s, plain language) and verify with the employee that the accommodation is suitable.</p>	
<p><u>Workplace Emergency Response Information:</u> 27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability,, if the disability is such that the individualized information is necessity and the employer is aware of the need for accommodation due to the employee’s disability.</p>	2012							<p>(a) Document procedure to assist employees that have identified a need for assistance due to disability. (b) Put a statement in the employee Policy Handbook stating employees must inform the employer of any disability that will require the employee to have assistance during an emergency.</p>	ongoing ongoing
<p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p>	2012							<p>(a) Document that accommodation information will be shared with those designated to provide assistance upon the employee’s consent in the Policy Handbook.</p>	ongoing

(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	2012							(a) Incorporate into orientation of new hires.	ongoing
(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization: (b) when the employee's overall accommodations needs or plans are reviewed: and (c) When the employer reviews its general emergency response policies.	2012								ongoing
Documented Individual Accommodation Plans: 28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.					2016			(a) Develop process to document individual accommodation plans.	ongoing
28.(2) the process for the development of documented individual accommodation plans shall include the following elements: (1) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. (2) The means by which the employee is assessed on an individual basis.					2016				ongoing

<p>(3) the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p> <p>(4) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent or other representative from the workplace, where the employee is not represented by a bargaining agent in the development of the accommodation plan.</p> <p>(5) The steps taken to protect the privacy of the employee's personal</p> <p>(6) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>(7) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>(8) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>					2016				ongoing
<p><u>Return to Work Process:</u> 29.(1) every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work: and (b) Shall document the process.</p>					2016			(a) Review the current policy and process to ensure it meets the requirements.	ongoing
<p>29.(2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work: and (b) Use individual documented accommodation plans, as described in section 28, as part of the process.</p>					2016			(a) Review the current policy and process to ensure it meets the requirements.	ongoing

29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.					2016		(a) Review the current policy and process to ensure it meets the requirements.	ongoing
<u>Performance Management:</u> 30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.					2016		(a) Review current process. Need to keep individual accommodation plan in mind.	ongoing
<u>Career Development & Advancement:</u> 31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.					2016		(a) Review your current process. Need to keep individual accommodation plan in mind.	ongoing
<u>Redeployment:</u> An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.					2016		(a) Review of current process. Need to keep individual accommodation plan in mind.	ongoing

Priorities

As required by legislation, the Accessibility Plan will be posted on Metalumen Manufacturing Inc.'s website so that it is available to the public. The Accessibility Multi- Year Plan will be reviewed and updated every five years. In addition, Metalumen Manufacturing Inc. will provide an annual status report on the progress of the Accessibility Plan which also will be posted on the website.

Staff Contacts

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