



Accessibility Multi-Year Accessibility Plan

Accessibility Plan and Policies for Coordinate Industries Ltd.

This accessibility plan outlines the policies and actions that Coordinate Industries Ltd (CIL) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

CIL is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

CIL is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Customer Service and training

CIL will provide training to employees, volunteers, and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

CIL takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws as per MOL Standards.

- Assigned each Plant Manager to include Accessibility Training as well as training on the law from The Human Right Code relating to people with disabilities for all staff into the existing WHMIS Training Program and existing initial training.

- Ensure training is provided in a way that best suits the needs of employees to improve their competency in assisting clients with disabilities, including developing alternative formats like providing information in larger print upon request.
- Assigned Plant Manager to post all emergency information within the shop floor as well as in all public waiting areas in both buildings and make it available to all employees or public upon request.
- Post CIL's Multi-Year Accessibility Plan and mental health help phone numbers on all employee boards and provide it in accessible format to the public upon request.
- Maintain a training matrix for staff trained on accessibility law, policies and plan complying with accessibility standards.
- Allowing multiple feedback options like suggestions boxes, email, or phone to make customer feedback accessible.

Information and communications

CIL is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

We took the following steps to ensure current or new websites and content on those sites conform with WCAG 2.0, Level A prior to them being posted on the web.

- Only contract a Website Designer that is familiar with WCAG 2.0, Level AA (Even higher than Level A) and request for all new information posted conforms to that standard.
- Assess the new web information ourselves before making it live to validate that its format is easily accessible to provide all equal and appropriate access to the information they need.

CIL took the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

- Assigned May Samad to revise and enhance the current process on how to receive and respond to feedback regarding service, communication, and accommodations for people with disabilities.
- Assigned May Samad to consult with key groups of people from each building as well as some recruits and customers representing people with disabilities and inquire their feedback on any past or present concerns and experienced solutions.
- Assigned May Samad to review and update accessibility standards and policies regularly
- Make alternative formats and communication supports available as soon as possible for those that request it.

We will take the following steps to make sure all publicly available information on new procedures created within the last 12 months are made accessible upon request **within one week once finalized and approved.**

Provide employees and public with up-to-date Company Accessibility Procedures as well as Plan of action.

- Ensure that all information including emergency procedures and public safety information will be available from any Manager, Supervisor, or front desk Administrator in an accessible format upon request.
- Also provide the same information in an individualized and tailored format for all persons with disabilities.
- Create processes on how to accommodate employees in the best way possible and available.

Employment

CIL is committed to fair and accessible employment practices. We take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

We take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Make it mandatory for all job advertisements to state 'Accommodation will be made for people with disabilities, if requested.'
- Assigned May Samad to work with individual accommodation plans as well as return to work accommodation plans for those with disabilities.

We take the following steps to ensure the accessibility needs of employees with disabilities are considered when managing employee performance, their career development and redeployment processes.

- Assigned May Samad to educate the Supervisors to set employees' realistic goals and expectations taking their disabilities into consideration.
- Practice inclusive employment processes to ensure Supervisors and others in Management do not discriminate against those with a disability and equally consider an employee with a disability for a promotion or further career development.
- Post vacancies internally on employee boards where any internal employee can apply and request for accommodation, if required due to any disability.

- Identify and remove workplace barriers for those with disabilities so that they may perform at their best.
- Provide Managers with accessibility training, tools, and templates to support employee/workplace accommodation and address non-discrimination.
- Continuously review best practices related to accessible employment through Ontario Public Service.

CIL takes the following steps to prevent and remove other accessibility barriers identified.

- Assign Josip Saric to access each location and concerns quarterly confirming that it does not exhibit any barriers of accessibility.

Design of Public Spaces

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

We will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Make an alternate waiting area, rest room facility, off street parking or public exit/entrance travel route that is easily accessible for people with disabilities.
- Ensure that personnel will be posted within the alternate service counter or waiting area to service and best accommodate all people with and without disabilities.
- Post signs in an accessible format advising the public of alternate routes, service, and spaces available.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

We Would Like to Hear from You

We welcome any comments and suggestions about the way CIL provides its services, and whether the services provided are accessible. Please provide your comments privately by placing them in the 'Suggestion Box' located in each location or please contact May Samad at 905-829-0099 ext. 236 or by email at msamad@coordinate-industries.com



For More Information

For more information on this accessibility plan, please contact May Samad at: Phone: 905-829-0099 ext. 236

Email: msamad@coordinate-industries.com

Accessible formats of this document are available free upon request from: May Samad