

# **Accessibility Plan**

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## 1. Organizational Commitment

Calframax Technologies Inc, is a private company that designs and builds molds for pails and lids and is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

## 2. Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (the "Act") became law on June 13, 2005. Under this legislation, the government of Ontario is in the process of developing accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. These standards apply to private and public organizations across Ontario, including Calframax Technologies Inc. The goal of the Act is to create a more accessible Ontario, by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with disabilities. The Accessible Customer Service Standard (the "Standard") has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public. At Calframax Technologies, we are committed to providing an environment that is, and feels, accessible for all people. In alignment with our core values of Respect for all People and Excellent Customer Service, we are committed to providing barrier-free, exceptional customer service to all, including persons with disabilities.

## 3. Past Achievements to Remove and Prevent Barriers

In the past we have had employees who were unable to hear the fire alarm effectively, to ensure their safety and the safety of others we added strobe lights and wording to the fire alarm. This was a very effective way to let them and others know to evacuate the building.

## 4. Customer Service

Calframax Technologies Inc., is committed to excellence in serving all customers including people with disabilities. We welcome people with disabilities and their service animals.

- a. Service animals are allowed on the parts of our premises that are open to the public.
- b. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the premises.
  - Fees will not be charged for support persons
  - We will notify customers of this through a notice posted on our premises.
- c. Notice of Temporary Disruption:
  - In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Calframax Technologies Inc. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.
  - This notice will be placed on the front door and side entrance.

Customers who wish to provide feedback on the way Calframax Technologies Inc. provides goods and services to people with disabilities can contact [trudy.styles@calframax.com](mailto:trudy.styles@calframax.com) or by calling the office at 519-737-9990.

All feedback, including complaints will be handled quickly, with a response within 3 days to the party that made the inquiry/complaint. All inquiries/complaints will be forwarded to the President of Calframax Technologies Inc.

## 5. Information and Communications

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will make our policies available to the public, upon request from the main office in a format that is easily accessible.

We will post our policies with our employees so they can be aware of our commitment to accessibility on the Human resource board in both plants.

## 6. Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. This will be done through any third party hiring agency, general postings on websites, such as Indeed Canada, and on our company website which has a link to our Accessibility Policy. When Calframax notifies applicants that they have been chosen for interview we will either through verbal or written communication notify them that accommodations in regard to materials or processes are available upon request. Calframax has also included this information on the Offer Letter, see attached example.

We will notify employees that supports are available for those with disabilities. The process to develop individual accommodation plans for employees is as follows:

Employees will be instructed to:

1. Contact their immediate supervisor should they require any accommodations and
2. The supervisor will work with that employee on an individual basis to develop an acceptable accommodation plan for them
3. Should the employee require additional help in developing an acceptable accommodation plan they have the right to request and outside medical or other expert be brought in at Calframax' expense.
4. All effort will be made to protect the privacy of the employee, limiting information to those who require it to finalize an accommodation. These individuals may include Human resources, Operations Manager and Owner in order to actually get the accommodation in place. Only relevant information will be divulged. A copy of the written accommodation plan will be kept in the employee file.
5. All accommodation plans will be reviewed as needed, i.e. if the accommodation is not working as it should, etc. and will include the employee and the supervisor.
6. Should the employee request and accommodation plan and it is denied, the supervisor must explain to the employee why it was denied. The employee can take the matter to the Operations Manager for further review.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

7. Procurement

Calframax Technologies Inc. does not procure items for the general public / customers.

8. Self-service Kiosks

Calframax Technologies Inc. does not have self-serve kiosks for the general public / customer use.

9. Other

Any policy of Calframax Technologies Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. Strategies and Actions Planned for 2020-2021

Calframax Technologies Inc. (Calframax) does not have daily interactions with the general public, but we shall ensure by way of posted notice that our customers / employees are aware of the law for accessibility and that Calframax Technologies Inc., will make accommodations for any persons with accessibility needs.

Calframax is required to develop multiyear accessibility plans outlining our strategy to prevent or remove barriers, and to meet requirements under the Regulation (O. Reg.191/11, s.4).

**October 2019 – ongoing** – Hold talks / information forums with our employees who may have accessibility needs, about ways and means to ensure that barriers if any are removed, physically, emotionally, and mentally.

**January 31, 2020 – ongoing** – Ensure that training for all current and future employees have or will be trained on the AODA and the Code training modules as well as Calframax' Customer service plan.

**Implementation - January 1, 2021** - Ensure that our website meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws, except where this is impracticable.

Calframax Technologies Inc will ensure that our Multi-year Accessibility Plan will be reviewed and updated at least once every five years, on an as needed basis

11. Customer Service

Calframax Technologies Inc., will continue it's commitment to excellence in serving all customers including people with disabilities. Welcoming people with disabilities, their support worker and their service animal.

Customers who wish to provide feedback on the way Calframax Technologies Inc. provides goods and services to people with disabilities can contact [trudy.styles@calframax.com](mailto:trudy.styles@calframax.com) or by calling the office at 519-737-9990.

All feedback, including complaints will be handled quickly, with a response within 3 days to the party that made the inquiry/complaint. All inquiries/complaints will be forwarded to the President of Calframax Technologies Inc.

12. Information and Communications - (O. Reg. 191/11, s.11) – Implementation timeframe by January 1, 2021

**Implementation October 2019 – Ongoing** Calframax Technologies will ensure that should an employee / customer require accommodations to materials or processes it is provided to them as soon as possible.

**Implementation January 1, 2021** Calframax Technologies will meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws by including alt-tags on all images within our website so that they will be compatible with reading software.

13. Employment - . (O. Reg. 191/11, s.22); (O.Reg.191/11, s. 23(1)); (O. Reg. 191/11, s. 23(2)); (O. Reg. 191/11, s.24). Implementation timeframe by January 31, 2020

Calframax Technologies Inc.:

- Will notify its associates and the public about the availability of accommodation for applicants with disabilities in its recruitment process.
- Will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- Will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- Will notify the successful applicant of its policies for accommodating associates with disabilities.
- Will continue to inform its associates of its policies (and any updates to those policies) used to support associates with disabilities, including policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability. This information will be provided to new associates as soon as practicable after commencing employment.
- Will consult with the associate to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other associates.
- Will maintain a documented return to work process for its associates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps Calframax Technologies Inc. will take to facilitate the return to work and will include documented individual accommodation plans as part of the

process. This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

- Will continue to take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to associates, or when redeploying associates.
- will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable (namely relating to: exterior paths of travel, accessible parking and/or operating service). Calframax Technologies Inc. shall follow the enhanced Ontario's Building Code (including O. Reg. 368/13, effective January 1, 2015) for new construction and major changes to existing features

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

If Calframax is aware that an associate needs accommodation with respect to workplace emergencies, individualized workplace emergency response information will be provided to the associate as soon as practicable. (O. Reg. 191/11, s. 27(1))

If the associate requires assistance in an emergency, with the associate's consent Calframax will provide the workplace emergency response information to a person designated to provide assistance to the associate. (O. Reg. 191/11, s. 27(2))

Individualized workplace emergency response information will be updated when the associate moves to a different location, and when overall accommodations needs or plans or general emergency response policies are reviewed. (O. Reg. 191/11, s. 27(3))

### **Implementation - January 1, 2020 – Ongoing**

Planned action:

Calframax will review its existing workplace emergency procedures and update them, if necessary, to ensure compliance with this Accessibility Plan and the Regulation. Calframax will advise associates to provide notice of any accommodation needs with respect to workplace emergencies. If appropriate and in consultation with associates needing accommodation, Calframax will continue to prepare and provide associates with individualized workplace emergency response information. Calframax will continue to keep a confidential record of individualized workplace emergency response information requests and responses. Calframax will designate individuals to assist associates needing accommodation during workplace emergencies and, with the consent of the affected associate, may provide the individualized workplace emergency response information to the designated individual.

### **Implementation timeframe: by January 1, 2021**

14. Procurement – Not applicable

15. Self-service Kiosks (O. Reg. 191/11, s.6) – Not applicable

We will take into account the needs of our employees on an individual basis if any self-service kiosks need to be obtained in the future.

16. Training (O. Reg. 191/11, s. 7) – 2014 – ongoing annually part of Safety Essentials training

Calframax Technologies Inc shall continue to provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to employees involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

This training will be provided to staff within 3 months of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards Regulation as well as any updates made to the Act or regulation.
- Calframax Technologies Inc.'s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use any equipment or device available on site that may help with providing goods and services to people with disabilities. (Currently there are no such devices on the premises).
- What to do if a person with a disability is having difficulty in accessing Calframax Technologies Inc.'s goods and services.

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standard.

**Implementation – January 31, 2020**

17. Other

Calframax Technologies Inc. will continue to ensure that policies are updated as required and ensure that any new policies put in place will respect and promote the dignity and independence of people with disabilities will be modified or removed.

For More Information on Calframax Technologies Inc.'s policy in regard to Accessibility for Ontarians with Disabilities and Human Rights as it relates to accessibility for disabilities, contact [trudy.styles@calframax.com](mailto:trudy.styles@calframax.com) or by calling the office at 519-737-9990.