



Multi-year Accessibility Plan (AODA)

Intent

This accessibility plan outlines the strategy of MetalCor Building Systems to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

MetalCor Building Systems is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is in effect from March 1, 2022, to March 1, 2027.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Nicole Fuca @ 519-264-1255.

Ongoing/Completed Initiatives

MetalCor Building Systems has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

Accessibility Requirement	Compliance Deadline	Status	Responsibility
General Requirements			
Accessibility Policies 1. Create and make a public statement of commitment. 2. Develop and implement company specific accessibility policies.	March 1, 2022	Completed/Ongoing	HR Department

MetalCor's Action Plan

1. MetalCor has created and made public a statement of commitment. The statement of commitment is located on the company's website and on the H&S bulletin board at each location.
2. MetalCor's policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. Legislatively required policies have been created, are reviewed annually, and provided to all new hires upon hire.

** Alternative formats of all policies will be made available upon request.*

Multi-year Accessibility Plan	March 1, 2022	Complete d/Ongoing	HR Department
<ol style="list-style-type: none">1. Create and make public a multi-year accessibility plan.2. Provide the plan in accessible formats upon request.3. Review the plan every five years			

MetalCor's Action Plan

1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements. The Accessibility Plan has been created to include training, procedures, and policy development to ensure the identification and removal of barriers.
2. Requests for accessible formats of this document will be forwarded to the HR manager, who will work with the individual to determine the most suitable format.
3. This plan will be amended as required and will be reviewed fully by March 1, 2022, and every five years thereafter.

Training	January 1, 2024	Completed/ Ongoing	HR Department
<ol style="list-style-type: none">1. Train all employees, including contract and unpaid personnel on applicable IASR requirements and the organizations responsibly under the Ontario Human Rights Code (as it pertains to persons with disabilities).			

MetalCor's Action Plan

1. Training for new employees is delivered via online training modules covering all applicable content as required under the IASR:
 1. AODA Customer Service Standards Training; and
 2. Understanding Human Rights Training (AODA edition).
2. All new employees (including contract and unpaid positions) must complete the above training as part of their orientation with the company. The HR department is responsible for assigning online training and tracking completion.
3. Certification and record of completed training is retained via the company's online training portal.

** Training will also be made available via alternate formats, including in-person presentation, as requested.*

Information and Communication Standards

Accessibility Requirement	Compliance Deadline	Status	Responsibility

<p>Feedback</p> <ol style="list-style-type: none"> Upon request, be able to receive and respond to feedback from clients, individuals inquiring about MetalCor, our employees and members of the public who have a disability 	<p>March 1, 2022</p>	<p>Completed</p>	<p>HR Department</p>
<p><i>MetalCor's Action Plan</i></p> <ol style="list-style-type: none"> A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Currently MetalCor can facilitate requests by via phone, mail and email (enlarged text available). As feedback may be received by various departments and personnel at MetalCor, including customer service, training on how to receive and respond to accessible feedback requests has been developed and delivered based on the different positions within the company. Receiving and responding to feedback is included in all new hire orientations where the position frequently receives and responds to requests. All other internal employees have been notified to direct any accessible feedback requests to their manager or HR. 			
<p>Accessible Formats and Communication Supports</p> <ol style="list-style-type: none"> Upon request, provide accessible formats and communication supports to individuals with disabilities. Notify the public of the availability of accessible formations and communication supports. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible. 	<p>March 1, 2022</p>	<p>Ongoing</p>	<p>HR Department</p>
<p><i>MetalCor's Action Plan</i></p> <ol style="list-style-type: none"> Clients and the public may submit a complaint or inquiry through the company feedback form. Have employees forwarded requests to the HR department, who will arrange for a suitable and alternative format or communication support. Make public MetalCor's ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website. 			
<p>Accessible Website and Web Content</p> <ol style="list-style-type: none"> Ensure website and web content published conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA standards. 	<p>Completed</p>	<p>December 31, 2023</p>	<p>Web Development Department</p>

MetalCor's Action Plan

1. MetalCor has identified potential accessibility barriers within our website and have prioritized them as follows:
 - i. Lack of Alt Text for Images: Alt text will be provided for all images to ensure screen readers can accurately convey the content to visually impaired users.
 - ii. Insufficient Color Contrast: We will revise our website's color scheme to meet WCAG 2.0 Level AA contrast ratio standards.
 - iii. Keyboard Navigation Issues: We will ensure that all website functions can be executed via keyboard-only input for users who cannot use a mouse.
2. To address these barriers, MetalCor will employ the following processes and tools:
 - i. Alt Text for Images: Our team will manually review and add alt text to all images.
 - ii. Color Contrast: We will use online tools like WebAIM's Color Contrast Checker to verify our color choices.
 - iii. Keyboard Navigation: We will conduct thorough testing to ensure our website is fully navigable via keyboard.
3. Following implementation MetalCor will conduct testing to ensure the removal of identified barriers.
4. MetalCor will provide a clear and accessible method for users to report accessibility issues or suggestions.
5. This plan will be reviewed and updated annually to ensure ongoing compliance and improvement.

Employment Standards

Accessibility Requirement	Compliance Deadline	Status	Responsibility
Workplace Emergency Response Information <ol style="list-style-type: none">1. Create and implement individualized plans to assist employees with disabilities during an emergency.2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.3. Create and provide emergency information formatted in a way that the employee with the disability can understand its contents following the receipt of the request or becoming aware of the need for an individualized plan.4. Review the individualized plan and information:<ol style="list-style-type: none">a. When the employee moves to a different location in the office.b. When the employee's overall accommodation needs, and plan are reviewed; andc. When the company reviews its general emergency response policies.	March 1, 2022	Ongoing	HR Department

MetalCor's Action Plan

2. Recognizing that most disabilities are invisible or episodic and therefore not readily apparent, the General Information Form has been amended to allow employees to identify emergency planning requirements. This is reiterated in first-day onboarding, and again through online training.
3. The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.
4. The process and policy used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.
5. Individualized emergency plans include the requirement that the plan be reviewed:
6. If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation
7. On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and
8. When the company amends its emergency response or evacuation procedures.

Documented Individual Accommodation Plans	March 1, 2022	Ongoing	HR Department
1. Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities			

MetalCor's Action Plan

1. MetalCor has developed and implemented a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan includes the following elements:
 - a. How an employee requesting accommodation can participate in the development of the accommodation plan.
 - b. How the employee is assessed on an individual basis.
 - c. The steps that will be taken to protect the privacy of the employee's personal information.
 - d. How often the individual accommodation plan will be reviewed and updated and how it will be done.
 - e. An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee.
 - f. Accommodation plan documents will be made available in accessible formats.
 - g. The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed if such supports are required by the employee.
 - h. The accommodation plan will also include an emergency response and evacuation plan, if required by the employee.

Recruitment, Assessment and Selection	Ongoing	March 1, 2022	HR Department
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<ol style="list-style-type: none"> 1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes. 2. During the recruitment process, notify applicant selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and processes used by MetalCor. 3. If a job applicant requests accommodation, consult with the individual and make adjustments to best suit their needs. 4. Notify successful applicants of the company's policies for accommodating employees with disabilities 			
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MetalCor's Action Plan

1. MetalCor has an accessibility statement posted when we post a job posting notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts.
2. Successful applicants will be informed of the availability of accommodations relating to MetalCor's selection and assessment processes upon initial contact from the hiring manager or recruiter.
3. When scheduling interviews, MetalCor will include a statement in all e-mail confirmations indicating to the applicant that accommodations are available and inviting the applicant to inform the hiring manager or recruiter of any necessary accommodations.
4. Internal accessibility policies will be provided to all new hires as part of their orientation package.

Accessible Formats and Communication Supports for Employees	Ongoing	March 1, 2022	HR Department
<ol style="list-style-type: none"> 1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports. <ol style="list-style-type: none"> A. Information that is needed in order to perform the employee's job. B. Information that is generally available to employees in the workplace 			

MetalCor's Action Plan

1. The availability of accessible formats and communication supports has been communicated to all employees upon hire. MetalCor has completed a review of information that is provided to employees and how it is provided. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions, whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Before providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports are requested to notify HR so that alternate arrangements may be made.

2. Upon receiving a request, HR will work with the employee and any individuals responsible for providing the information (for example, the employee's manager, supervisor, or team lead) to deliver a suitable accessible format or communication support. Before involving the employee's supervisor, manager, or team lead, consent will be obtained from the employee.

Information for Employees	Ongoing	March 1, 2022	HR Department
<ol style="list-style-type: none"> 1. Communication policy on accommodating employees with disabilities 2. Ensure all new hires are informed of the company's policy on accommodating employees with disabilities 			

MetalCor's Action Plan

1. MetalCor's Accommodation Policy was developed and has been made available to employees via email and on the company's health and safety bulletin boards.
2. All new hires are provided with the relevant company policies in their new hire package.
3. Ensure that all employees are informed of changes to the relevant policies as they occur. Changes will be communicated via our online platform.

Process to Accommodate Employees and Return-to-Work Process	Ongoing	March 1, 2022	HR Department
<ol style="list-style-type: none"> 1. Create a process to develop accommodation plans and return-to-work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. 			

MetalCor's Action Plan

1. Use updated forms to ensure that all accommodation and RTW plans are properly recorded and retained on file.
2. Forms and associated process documentation will be reviewed and updated as required.

Customer Service Standards

Accessibility Requirement	Compliance Deadline	Status	Responsibility
Customer Service			
1. Develop and implement an Accessible Customer Service Policy	March 1, 2022	Completed/ Ongoing	HR Department

<p>addressing all requirements under the regulation.</p> <ol style="list-style-type: none"> 2. Develop and deliver training to all staff, volunteers and individuals completing work on behalf of MetalCor Building Systems who may provide assistance to the public. Provide training to all new staff. 3. Develop and make public process for receiving and responding to feedback from customers with disabilities. 			
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MetalCor's Action Plan

1. MetalCor has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the HR department.
2. Online training as well as a refresher course have been developed and delivered to all current staff. All new staff are required to participate in and complete an online AODA Customer Service Training* within their first week of employment with the company. Certification and record of completed training are retained by the company's online training portal.
3. MetalCor has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process includes multiple means for receiving feedback, including by phone, in-person, and by written correspondence via the feedback form.

**Alternative formats of the AODA Customer Service Training are also available upon request.*