

AODA Multi Year Accessibility Plan

Section 1 – Introduction and Commitment

Taylor Steel is committed to fulfilling its obligations under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) as well as the Accessibility Standard for Communications and Employment issued under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”).

Our goal is to provide a barrier-free environment for everyone who enters our premises or accesses our information. Our organization has an important responsibility for ensuring a safe, dignified and welcoming environment for everyone using our services. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs and training. We will review these policies and practices on a regular basis.

Section 2 – Taylor Steel Multi-Year Accessibility Plan

Customer Service Standard				
AODA Standard Sub-Section	Action	Description	Status	Compliance Date
General	Establishment of Policies and Procedures	<p>All Taylor Steel policies and practices have been drafted to embody the four AODA principles of Dignity, Independence, Integration and Equal Opportunity</p> <p>Specific policies were drafted to cover:</p> <ol style="list-style-type: none"> 1. Assistive Devices 2. Service Animals 3. Support Persons 4. Communication 5. Notice of Service Disruptions 6. Feedback 7. Training 	January 2012 and ongoing	January 2012
	Assistive Devices	<p>Taylor Steel will ensure that methods of communication will be available in any way that is deemed reasonable when using our products and services.</p> <p>Taylor Steel is committed to providing service excellence in the delivery of all products and services to its customers who may require the use of assistive devices.</p> <p>Taylor Steel will train its employees to ensure that they are familiar with the various types of assistive devices that may be used by persons with disabilities when accessing our products and services.</p>	January 2012 and ongoing	January 2012
	Service Animals	<p>Persons with disabilities are permitted to bring their service animal onto Taylor Steel property that is open to the public or other third parties.</p> <p>Should a conflict arise concerning a service animal on site, Taylor Steel will make every effort to find a solution acceptable to all parties.</p>	January 2012 and ongoing	January 2012
	Support Persons	Any person with a disability who is accompanied by a support person will be allowed to enter Taylor Steel premises which are open to the public or other third parties with his or her support person.	January 2012 and ongoing	January 2012

		Taylor Steel may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.		
	Communication	<p>Taylor Steel will make every effort to communicate with persons with disabilities in ways that take into account their disability.</p> <p>Employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Taylor Steel goods, services and facilities.</p> <p>Taylor Steel will train employee's to communicate with individuals wishing to access Taylor Steel's goods and services on how to most effectively interact and communicate with persons with various types of disabilities.</p>	January 2012 and ongoing	January 2012
	Feedback Process	<p>Taylor Steel will make every reasonable effort to respond to feedback promptly.</p> <p>All feedback that speaks to accessibility will be directed through the Human Resources Office.</p>	January 2012 and ongoing	January 2012
	Training	<p>Taylor Steel will provide the appropriate training to all employees.</p> <p>Training will occur on an <u>ongoing</u> basis and whenever changes are made to relevant policies, practices and procedures.</p> <p>Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.</p>	January 2012 and ongoing	January 2012
	Notice of Service Disruptions	In the event that there is a temporary disruption in the availability of facilities or services, Taylor Steel shall give notice of the reason for the disruption, the date(s) of disruption, anticipated duration and a description of alternative facilities or services, if any, that may be available.	January 2012 and ongoing	January 2012

Integrated Accessibility Standard				
AODA Standard Sub-Section	Action	Description	Status	Compliance Date
General	Accessibility Policies	Taylor Steel will develop, implement and maintain policies that meet AODA requirements.	January 2012 and ongoing	January 2014
	Accessibility Plans	Taylor Steel will establish, implement, maintain and document a multi-year accessibility plan, which will outline Taylor Steel's strategy to prevent and remove barriers.	Reviewed Dec 2023	January 2014
	Training	Taylor Steel will provide the appropriate training to all employees. All training will encompass the AODA Regulations and the Human Rights Code. Training will occur on an <u>ongoing</u> basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.		January 2015
	Filing Reports	Taylor Steel will file all applicable annual Ministry reports	Yearly	Yearly
Information and Communication	Emergency Response Information	Taylor Steel has prepared emergency procedures and plans and will make the information available to our customers (the public), upon request. Taylor Steel will continue to provide the information in an accessible format and with appropriate communication supports.	January 2012 and ongoing	January 2012
	Formats and Communication Supports	Taylor Steel is committed to consulting with customers to determine accessible formats and communication supports, when requested. Taylor Steel does not provide information to the general public; however, Taylor Steel is committed to making information accessible to business guests and visitors, upon request. This will include providing documents in larger format, reading information aloud, or other methods that are effective.		January 2016
	Website and Web Content	Taylor Steel is committed to ensuring that our internet and its content conforms with the requirements under the IASR and specifically the WWW Consortium Web Content Accessibility Guidelines ("WCAG") 2.0 Level A and eventually increasing to Level AA.		January 2021
	Feedback	Taylor Steel will ensure that there is a process of receiving and responding to feedback and feedback is in an accessible format. Feedback to or from customers will be made available in an accessible format, which could include written, verbal, e-mail, telephone or texting.		January 2021
Employment	Accommodations	Recruitment	Taylor Steel is committed to fair and reasonable	January

			<p>employment practices, including providing access throughout the recruitment and employment processes.</p> <p>Taylor Steel will ensure that both employees and members of the public will be made aware that accommodations are available. We will determine the most appropriate method in which to convey this information to applicants (e.g. include it in the job postings, speak to applicants directly, e-mails, etc.)</p> <p>Once an applicant is selected for an interview, that person will be asked if they require any accommodations during the interview process.</p> <p>Taylor Steel will ensure that all successful candidates are informed about Taylor Steel's Accessibility policies and procedures.</p>		2016
		Return to Work	<p>Taylor Steel will review its existing disability management and Return to Work processes and ensure that employee's are made aware of the process for employees who have been absent from work due to a disability and require accommodations.</p> <p>All Return to Work plans will be documented and added to the employee's individual plan.</p>		January 2016
		Performance Management	<p>Taylor Steel will ensure that accessibility needs are taken into account during an employee's Performance Appraisal.</p> <p>All Performance Management plans will be documented.</p>		January 2016
		Career Development	<p>Taylor Steel will ensure that accessibility needs are taken into account during an employee's Career Development and that no opportunity is overlooked due to accommodation needs.</p> <p>All Career Development plans will be documented.</p>		January 2016
		Redeployment	Taylor Steel will ensure that accessibility needs are taken		January

			into account if an employee is redeployed. All Redeployment plans will be documented.		2016
	Individual Emergency Response Information	Taylor Steel has provided all employees with disabilities an individualized plan for when emergency situations arise, where required. All employees that have an individualized plan will be assigned a designated employee who will provide them assistance.		January 2012 and ongoing	January 2012
	Communication Supports	Taylor Steel will, when an employee with a disability asks for it, work with an employee to make workplace information accessible by providing the information in an accessible format or with communication supports suited to the individual needs of the employee. Workplace information includes information that employees need to perform their jobs, and general information that is available to all employees at work. All AODA Information will be provided to employees at time of hire as well as if any there are policy changes.			January 2016

Section 3 – Steps (to be) taken to overcome and remove barriers

General Steps and Customer Service Regulation

Taylor Steel is committed to ensuring that all customers can participate in and receive accessible goods and services.

Steps to be taken:

- Review and update policies and standards regularly to ensure high quality accessible customer service;
- Embed accessibility requirements into staff training and orientation materials;
- Use internal systems to conduct reviews to ensure compliance and improve services;
- Review customer feedback and taking appropriate action;
- Provide training for employee's that interact with the public or make policies that shape how services are delivered.

Information and Communication

Taylor Steel is committed to ensuring that information and communications are available and accessible to people with disabilities.

Steps to be taken:

- Achieve compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR (Integrated Accessibility Standards Regulation) to ensure websites are accessible for all;
- Develop guidelines and best practices for creating accessible documents;
- Ensure that information, including emergency procedures and plans, can be made available in a variety of alternate formats;
- Develop a training strategy to ensure that employees (where applicable) have the knowledge, tools and technical advice to create accessible materials.

Employment

Taylor Steel is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

Steps to be taken:

- Identify and remove barriers in the workplace for employees and customers;
- Develop an understanding to best accommodate various types of disabilities and their impact on employees;

- Develop an understanding of employer obligations to provide employment accommodation;
- Enhance workplace emergency responses through individualized emergency response information and assistance as required;

Last review date: December 2023