

Milacron Mold-Masters AODA Multi-Year Accessibility Plan



Accessibility Standards - AODA

Mold-Masters is committed to providing a working environment which is accessible and inclusive to all persons who work at or visit the Company facilities. The Company will strive to ensure its policies, practices and procedures are consistent with the core Customer Service Standard principles, as outlined in the AODA (dignity, independence, integration, equal opportunity)

Deliverables: January 2013

Mold-Masters met the January 1, 2013 deadline of developing a policy on AODA. In addition, Mold-Masters trained over 150 employees on how to deal with visitors with disabilities.

Since the training took place, in October, 2012, Mold-Masters has built the information into their New Employee Orientation, so that all employees receive training on the AODA, regardless of their position and interaction with visitors and customers. All employees sign off that they have received this training. Employees are trained on the Customer Service Standard and the Integrated Accessibility Standards Requirements (IASR).

In addition to training employees, Mold-Masters has built an online tool that allows for external customers to provide feedback on accessibility in their facility.

The compliance report was completed prior to the end of the year, and was filed with the Ministry of Community and Social Services, finalizing all compliance requirements for 2013.

Deliverables: January 2015

Mold-Masters has fully trained all employees, contractors and consultants on the AODA, OHRC and department specific requirements. The content of the training included the General Information (multi-year accessibility plan) Information and Communication Standards (accessible formats, website changes), Employment Standards (Individual Emergency Response plans, Return to Work Plans). This was done through online training, in-person training as well as printed material that was distributed to all employees. In addition, Mold-Masters has filed a Compliance Report.

Deliverables – 2014 and Beyond

AODA Timelines and Deliverables			
Part 1 - 2013 Deadline			
Requirement	Description	Deadline	Completed/ Comments
Develop Policy	Create a policy on accommodation, share with your employees, have accessible, if public requests it	01-Jan-13	✓ Created & posted online & on bulletin boards.
Train Employees	Train employees on how to handle visitors with disabilities	01-Jan-13	✓ Trained and added to orientation for all new employees.
Allow for Feedback	Include link on website for public to provide feedback to	01-Jan-13	✓ Added to the Milacron Webpage
Complete Report	Complete and submit report to Government	01-Jan-13	✓
Part 2 - 2014 Deadline			
Requirement	Description	Deadline	Completed/ Comments
Mission Statement	Create a mission statement that establishes our commitment to AODA -Statement and policies needs to be public	01-Jan-14	✓ See above
Create Accessibility Roadmap	Outline the steps needed to become barrier free by 2025 - update every 5 years - post to public	01-Jan-14	✓ See below
Kiosks	If Org has Kiosks - needs to ensure they are accessible/add features to make accessible	01-Jan-14	N/A
Website	Internet must be at Level A (WCAG)	01-Jan-14	✓ Marketing to work with Website provider
Part 3 - 2015 Deadline			
Requirement	Description	Deadline	Completed/ Comments
Train Employees	Employees involved in developing policies, providing services on behalf of the company must receive training	01-Jan-15	✓ All trained & added to orientation for new employees
Make Feedback Accessible	Org needs to be able to receive feedback in different ways (telephone, e-mail, web-based) - customer questionnaires, employee surveys etc.	01-Jan-15	✓ Available upon request

Date Created: August 2014

Date Modified: October 2017

Part 4 - 2016 Deadline			
Requirement	Description	Deadline	Completed/ Comments
Hiring	Let applicants know you will accommodate disabilities during the application process (put in job posting, e-mail to candidates)	01-Jan-16	✓ Added to branding
Communicate policies for supporting ee's with disabilities	Communicate policies via intranet, bulletin boards, e-mail	01-Jan-16	✓ Policies available in various formats
Make information accessible to employees	When Employee requests, information (communications, e-mails etc) must be provided in an accessible format	01-Jan-16	✓ Available upon request
Create Accommodation Plans	Develop a plan for employees with disabilities that documents the way they require accommodation, while protecting their safety and privacy.	01-Jan-16	✓ Accommodation plans available when required
Performance Management/ Career Development	For employees that have Accommodation Plans, determine if there are any barriers that will cause them to not succeed – implement strategies to assist performance management, promotions etc.	01-Jan-16	✓ Accommodation plans available when required
Get Disabled Employees to Return to Work	When making arrangements for employees to return to work, consider any temporary and permanent disabilities. (Broken leg, mental illness etc)	01-Jan-16	✓ Accommodation plans available when required
Make Information Accessible to Public	Implement potential accommodations on all information given to the public (i.e. instead of calling in an order, have a deaf customer text/e-mail order)	01-Jan-16	✓ Alternative formats available when required

Part 5 - 2021 and Beyond Deadline			
Requirement	Description	Deadline	Completed/ Comments
Website	Website must comply with WCAG 20 - allows for someone to navigate with just a keyboard etc	TBD	Marketing to work with Website consultant
Built Environments	Buildings to be structured to allow people with disabilities to have access	Jan 1, 2017	No structural changes anticipated at this time.

Date Created: August 2014

Date Modified: October 2017

Current Barriers

Location/Building	Barrier	Strategy for Removal	Status
Armstrong - Front Doors	No accessibility for patrons in wheelchairs	Provide alternate entrance	Alternate entrance is accessible, arrangements will be made for visitors to enter through alternate door.
Armstrong - Front Offices	Security Swipe mechanisms and automatic door openers - not existent	To be considered as part of new security upgrade - 2014/2015	Complete 2015. New security system allows for tap, to ensure easy access at all heights. Readers are at a reasonable level.
Time Clocks	Not reachable to anyone in a wheelchair	IT to install arm. Currently some clocks are accessible at a lower level.	In progress.
Washrooms	No automatic door opener	To be added when required or when renovations take place.	Will be addressed when renovations take place.

Accessibility Standards – Status of Projects

1. Accessibility Standards for Customer Service

Scope: By 2025, Ontario must be accessible to all patrons. Preliminary measures were implemented in 2012 to ensure that everyone is aware of how to handle requests from visitors/customers who have a disability and require assistance. Requirements included creating policies, communicating policies, training employees, posting opportunity for customers to give feedback, filing report.

Status: Completed in 2012 – all customers/vendors visiting Mold-Masters who require assistance will be provided with the devices/aids required to conduct their daily business with no barriers.

All employees will ask their external customers if they require assistance. Mold-Masters has included optional e-mail signatures that contain this question.

Deadlines: January 1, 2013

2. Accessibility Standards for Built Environment

Scope: Implement

Status: To be budgeted starting 2014. As structural changes/renovations are planned, Mold-Masters will consider all AODA requirements, including the possible addition of facilities including ramps, elevators and additional handicapped washrooms.

Deadlines: Not Determined Yet

Update 2017: No renovations scheduled to take place currently.

3. Integrated Accessibility Standards (Information, Communications Standards, Employment Standards, Transportation Standards)

Scope:

Employment

- Allows the opportunity to modify the recruitment process to accommodate a disability. (complete)
- Provides an Accommodation plan to employees who identify disabilities (complete)
- Ensures the safety of individuals with disabilities during an emergency situation (complete)

Information and Communications

- Websites content must meet WCAG 2.0 Level AA Accessibility Guidelines
- Provide accessible formats of communications when requested (available upon request)
- Provide accessible formats of feedback when requested (available upon request)
- Provide accessible formats of Emergency Procedures when requested (available upon request)

Transportation – Not applicable to Mold-Masters

Deadlines: See chart above – staggered deadlines to January 1, 2017