



# MULTI YEAR ACCESSIBILITY PLAN

## 2021-2026

### **Introduction**

CFF Stainless Steels strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CFF Stainless Steels is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play its role in making Ontario an accessible province for all Ontarians.

### **Statement of Commitment**

CFF Stainless Steels Inc. 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 by meeting our accessibility requirements under Ontario's accessibility laws.

### **Customer Service Standards**

CFF Stainless Steels has been in compliance with the Accessible Customer Service Regulation under the AODA and will continue to monitor processes to ensure continues compliance.



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CFF Stainless Steels is committed to excellence in serving all customers, including persons with disabilities and it will carry out its functions in a manner which delivers an accessible customer service experience.

CFF Stainless Steels is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities.

- Ensuring all people who, on behalf of CFF Stainless Steels Inc. deal with the public or other third parties, are trained to communicate and provide the best possible customer service to all customers including those with disabilities.
- Ensuring all people are trained and familiar with the various assistive devices that may be used by customers with disabilities.
- Ensuring accessibility training is completed and recorded for all employees.
- Providing fully accessible phone service to customers and offering to communicate with customers by another method if phone communication is not suitable to their needs.
- Ensuring customers accompanied by a service animal are accommodated.
- Ensuring that if person with a disability is accompanied by a support person, that support person is accommodated.
- Providing customers and employees with notice in the event of a planned disruption of service in facilities potentially used by people with disabilities.
- Continuing to welcome feedback from people with disabilities through multiple communication channels.

### Customer Service

CFF Stainless Steels Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.



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- CFF Stainless Steels will remain in compliance with the Customer Service Standard.
- Ongoing training of all new and existing staff for interaction with people with disabilities.
- Ongoing improvements to buildings and service counters for customers and staff with mobility issues

### **Information and Communications**

CFF Stainless Steels Inc. is committed to making our information and communications accessible to people with disabilities.

- A feedback process has been established that is accessible and alternate formats are also available such as telephone, mail and in person.
- Professional website developers run periodic audits to ensure compliancy with standards.
- Our website and content conforms with WCAG 2.0 Level AA and has the ability to change the size of text as needed.
- Notices posted on recruiting sites, internal boards and memos to staff that all information is available in a variety of accessible formats.

### **Employment**

CFF Stainless Steels is committed to fair and accessible employment practices. We have taken the following steps to notify the public and employees that, when requested, CFF will accommodate people with disabilities throughout the recruitment and onboarding process.

#### Recruitment

- Specify accommodation is available for applicants with disabilities on recruitment website and in regards to interviewing
- Offers of employment will include mention of policies for accommodating employees as needed.
- Inform employees of policies supporting accommodation in the workplace.



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- Consult with employee to determine suitability of format or support.

### Individual Accommodation Plans

- Participates with the employee requiring the accommodation plan directly
- Due to privacy concerns, the employee will give signed permission for outside medical evaluation to determine if accommodation can be achieved.
- If required, a workplace emergency response worksheet will be given to the employee and a plan will be documented for future need.

### Return to Work

- Individual Accommodation Plans and return to work policies are developed on a “as needed” basis and will be tailored to the specifics of that persons needs.

### **Training**

CFF Stainless Steels Inc. is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- All new employees, regardless of position, complete AODA training within the first week of hire.
- A database of names and dates of completion for legislated training is maintained.
- Any training is provided in a way that best suits the needs of employees upon request.

### **Design of Public Spaces**

- CFF Stainless Steels will meet accessibility laws when building or making major changes to public spaces.



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- CFF Stainless Steels will put procedures in place to communicate when unpreventable service disruptions to the accessible parts of our public spaces occur.

### **For More Information**

For more information on this accessibility plan, please contact:

CFF Stainless Steels Inc

1840 Burlington Street East

Hamilton Ontario

905-549-2603 Reception will transfer to appropriate department

Email: [hr@cffstainless.com](mailto:hr@cffstainless.com)

Standard and accessible formats of this document are free on request.