



Patriot Forge Co's Multi-Year Accessibility Plan 2014-2021

The Patriot Forge Co. Multi-Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers by increasing accessibility to our services, employment opportunities and access to our facilities, for those with disabilities. The plan details our commitment to meeting Ontario's accessibility legislation, the Accessibility for Ontarians for Disabilities Act, 2005 (AODA).

Objectives of the Plan

In accordance with each of the standards, under the AODA, Patriot Forge will review and update our Plan annually. Our plan will be accessible via our website to ensure the public is aware of our commitment and efforts in attaining our goals.

The 2014 – 2021 Accessibility Plan includes:

- Description of the AODA's five Standards
- Patriot's Philosophy & Statement of Commitment
- Initiatives implemented and completed up to the date of the Plan implementation
- Targets and Actions Patriot will be taking from 2015 – 2021 to identify, remove and prevent barriers to persons with disabilities

Description of the Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act, 2005 is legislation designed to make Ontario barrier-free to people with disabilities by 2025. Businesses and organizations that provide goods and services to people in Ontario will have to meet certain accessibility standards in five areas:

Customer Service – Ontario Regulation 429-07

Passed in January 2008. As a private sector organization, Patriot met the requirements of this standards and filed with the government in 2013;

Information & Communications, and Transportation – IASR

Combined with the Integrated Accessibility Standards Regulation (IASR) which came into effect July 1, 2011. Requirements are to be phased in over time. Organizations are expected to:

- Make their websites and web content accessible
- Provide accessible formats and communication support as quickly as possible and at no additional cost when a person with disabilities requests it
- Make feedback processes accessible by providing accessible formats and communication supports, when requested
- Make public emergency information accessible, when requested

Employment-

Required to help businesses and organizations make accessibility a regular part of recruiting, hiring, and supporting employees with disabilities. Organizations are expected to:

- Let job applicants know that recruitment and hiring processes will be modified to accommodate their disability, if requested
- Build the accessibility needs of employees into their human resources practices
- Create a written process for developing and documenting individual accommodation plans for employees with disabilities
- Help employee stay safe in an emergency by providing them with individualized emergency response information, when necessary

Built Environment –

This standard is designed to remove barriers applying to public spaces and buildings. The standard for the design of public spaces only applies to new construction and major changes to existing features. Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations to buildings.

Patriot Forge Co's Commitment to Accessibility

Philosophy:

Patriot Forge is supportive of the fact that accessibility offers people the opportunity to achieve their potential. We are therefore committed to providing a respectful, welcoming and accessible environment where everyone is treated with dignity and respect.

Our goal is to become a barrier free environment and meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA). These efforts will be accomplished by identifying, removing and preventing barriers to people with disabilities as they relate to our policies, recruiting practices and treatment of employees.

Patriot Forge Co. is committed to helping make Ontario a barrier free Province.

Completed Initiatives, Targets, & Actions to Meeting the Standards

- Training on the Standard was conducted for all who have access to the public
- Training remains on-going through Orientation as employees are hired
- Patriot Forge's Commitment to Accessibility is available, hard copy in our lobby and electronically on our website
- Filing of AODA compliance to the government takes place when required
- Patriot will review the contents of this Standard annually to ensure compliance

Accessible Emergency Information:

- Emergency evacuation questionnaires were distributed to employees and are included as part of our New Employee Orientation
- Questionnaires will be provided to customers and clients, in an accessible format, upon request
- Individual emergency response information will be provided to those with disabilities, including employees and the public, when necessary or as requested

Kiosks:

Action Plan:

Patriot Forge's Information Technology department are aware of the need to implement Kiosk's in such a way that consideration for the needs of people with disabilities are met through design, acquiring or implementing of self-service kiosks

Training:

- Training, as appropriate to the individual's duties, was provided and will continue, as necessary to ensure compliance with all Standards

Action Plan:

With the implementation of Patriot's Multi-year Accessibility Plan, employees who require training and/or awareness of the Plan, will receive it initially and whenever a change to the Plan occurs

Information and Communication:

- A member of our IT department will publish information on Patriot's website, as necessary, to ensure compliance with AODA
- Through our Commitment to Accessibility, feedback and/or complaints can be submitted to the Human Resources Manager as necessary, should a person with a disability be disadvantaged in any way by Patriot or someone in Patriot's employ

Action Plan:

Patriot will consult with people with disabilities, as requested, to ensure we meet their information and communication needs

Information will be provided in a format that is easily accessible to those with disabilities

Employment:

- Patriot Forge will take the following steps to notify the public and staff that, when requested, Patriot will accommodate people with disabilities during the recruitment and assessment processes when people are hired:
 1. Accommodate various methods of interviewing and testing, where applicable
 2. Provide access to our facilities and accommodate, where feasible
 3. Allow support people to attend with the disabled person, where feasible
 4. Where necessary, Patriot will work with a disabled employee in designing the workstation, materials or making other accommodation, based on the person's disability
 5. Disabled employees will not be disadvantaged in regards to career development or advancement
 6. Return to work program after absence due to disability available

Action Plan:

Human Resources will review all policies and procedures in regards to recruitment to ensure that those persons with disabilities are not disadvantaged in any way in regards to opportunities at Patriot Forge

Internally, Patriot will review and make modifications to work stations, etc. in order to accommodate a person with a disability

Patriot's Health and Safety Manual will be updated to include clear communication on what to do in case of an emergency

Training will be provided to existing employees, if required, on how to assist person's with disabilities in the event of an emergency

Patriot's Health and Safety Coordinator will communicate, as needed with those that have identified themselves as requiring assistance e.g. letting them know of an up-coming drill

When a job advertisement is posted, it will contain the following: "In accordance with the Accessibility for Ontarians with Disabilities Act, Patriot Forge Co. is an equal opportunity employer who is committed to providing an inclusive and barrier free recruitment and selection process. Applicants should advise Patriot Forge Co. if you require any type of accommodation during the recruitment process."

Patriot's Return to Work Policy will be reviewed to ensure it is in compliance with AODA

Design of Public Spaces:

Patriot Forge will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public Spaces include:

- Outdoor public areas i.e. break or eating areas
- Outdoor paths of travel i.e. sidewalks, ramps, stairs, curb ramps and accessible pedestrian signals
- Accessible off-street parking
- Service related elements i.e. counters and waiting areas

Action Plan:

Patriot will identify handicap parking for all employees and visitors with disabilities

Any additions or remodeling of Patriot's facility will take into consideration needs of persons with disabilities, however, the building code will dictate requirements and laws that are to be adhered to which Patriot will follow

Should working through our Multi-Year Plan, Patriot Forge identify barriers that would adversely impact those individuals with disabilities, we will engage the appropriate internal/external parties and work to remove those barriers in a timely manner

In the event of a service disruption, Patriot Forge will notify the public of service disruption to its accessible parts of its public spaces via a notice on our website or a posting at the Reception Area of the facility

For more information on Patriot's Accessibility Plan, please contact:

519-720-1002

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Appendix A

For the purposes of AODA (as taken from the Accessibility for Ontarians with Disabilities Act, 2005) disability means:

- (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Types of Disabilities:

Visual – a disability that reduces a person’s ability to see clearly;

Hearing – profound hearing loss (deaf), has become deaf later in life (deafened); and some hearing loss (hard of hearing);

Deaf-blind – combined vision and hearing loss;

Physical – many types, not all require a wheelchair

Speech or Language – problem communicating due to cerebral palsy, hearing loss or other condition

Not visible – includes mental illness, anxiety disorder or mood disorder

Intellectual or Developmental – can mildly or profoundly limit one’s ability to learn, socialize or take care of their everyday needs

Learning – information process disorders that affects how a person acquires, organizes, expresses, retains, understands or uses verbal or non-verbal information

Types of Barriers:

Attitudinal – thinking disabled people are inferior. Ex. assuming one who has a speech impediment can't understand

Information or Communication – print is too small to read, websites that can't be used by people who can't use a mouse or signs that are not clear or easily understood

Technology – a website that doesn't support screen reading software

Organizational – barriers in policies, practices or procedures that result in hiring processes that are not open to people with disabilities

Architectural and Physical – hallways and doorways that are too narrow for a wheelchair, electric scooter or walker, counters that are too high, poor lighting, doorknobs not easy to grasp, narrow parking spaces, telephones not equipped with telecommunication devices