



Document Name:	Multi-Year Accessibility Plan
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### Dieter's Metal Fabricating Ltd. Statement of Commitment to Accessibility

Dieter's Metal Fabricating Ltd. is committed to treating all individuals in a way that allows them to maintain their dignity and independence. Dieter's Metal Fabricating Ltd. believes in integration, equal opportunity, access and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by ensuring compliance with Ontario's accessibility laws and by identifying, preventing and removing barriers to accessibility.

### Accessibility Policies and Procedures at Dieter's Metal Fabricating Ltd.

For more information on accessibility at Dieter's Metal Fabricating Ltd. or to access the following Dieter's Metal Fabricating Ltd. accessibility documents, contact HR resources.

- Accessibility Policy
- Integrated Accessibility Standards Policy
- Multi-Year Accessibility Plan
- Accessibility Glossary
- Notice of Temporary Disruption form
- Accessibility Feedback and Complaints form

To review the Accessibility for Ontarians with Disabilities Act, 2005, go to Government of Ontario online laws at <https://www.ontario.ca/laws/statute/05a11>

### AODA Compliance Achievements

Dieter's Metal Fabricating Ltd. is committed to meeting all AODA compliance requirements and deadlines, including filing accessibility compliance reports and status updates.

Category	AODA Requirement	Implementation Deadline	Dieter's Metal Fabricating Ltd. Compliance Status as of April 2020
Customer Service Training	Provide accessible customer service training for staff to serve customers of all abilities Keep a written record of accessibility training provided	February 2017  Done during orientation of all employees	Compliant
Customer Service Feedback	Create accessible ways for people to provide feedback	February 2017	Compliant
Transportation	Provide accessible transportation services	N/A	Not Applicable – Dieter's Metal Fabricating Ltd. does



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			not manage or provide transportation services
Emergency Information	Provide accessible emergency and public safety information Provide accessible emergency information to staff	February 2017	Compliant
Accessibility Policies	Create an accessibility policy Make the accessibility policy public	February 2017 Updated May 2021	Compliant
Accessibility Plan	Create a multi-year accessibility plan to help achieve accessibility goals Make the multi-year accessibility plan public	February 2017 Updated May 2021	Compliant
Procurement	Include accessibility criteria and features in bid requirement documents and other methods of purchasing new goods, services or facilities	February 2017	Compliant
Training	Train all employees on accessibility requirements that apply to their job duties Train employees on accessibility policies and procedures	February 2017 On going at Orientation for all staff	Compliant
Feedback	Make it easy for people with disabilities to provide feedback	Forms completed February 2017	Compliant
Accessible Website	Ensure new websites or old websites being significantly updated are accessible	Website was updated Jan 2021	Compliant
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides	February 2017 Done regularly	Compliant



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	career development opportunities		
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	Done regularly	Compliant
Public Information	Make public information accessible when requested	Website updated Jan 2021	Compliant
New or Redeveloped Public Spaces	Make new or redeveloped public spaces accessible	N/A building	Compliant
Accessibility Reports	File accessibility reports based on stated deadlines in the AODA	February 2017	Compliant

**Accessibility Achievements Beyond AODA Compliance**

In addition to meeting its AODA compliance requirements, Dieter's Metal Fabricating Ltd. has consulted with an external organization to:

- Review the AODA compliance status at Dieter's Metal Fabricating Ltd.
- Identify areas for improvement in removing and preventing accessibility barriers related to policies and procedures,
- Update Dieter's Metal Fabricating Ltd. AODA and accessibility documentation, and
- Assist with developing and achieving future accessibility goals at Dieter's Metal Fabricating Ltd.
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**Measures to Identify, Remove, and Prevent Barriers**

**Identifying Barriers**

In order to meet or exceed AODA compliance requirements, Dieter's Metal Fabricating Ltd. is committed to responding to staff and community feedback in identifying priorities to increase accessibility and inclusion at Dieter's Metal Fabricating Ltd., for employees and the public.

**Removing and Preventing Barriers**

Dieter's Metal Fabricating Ltd. management and staff have identified the following goals to remove and prevent accessibility barriers at Dieter's Metal Fabricating Ltd. over the coming years.

**2020**

- Dieter's Metal Fabricating Ltd. is committed to making all websites and web content accessible by January 1, 2021. This includes ensuring that all Internet websites and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description) s.14, AODA.



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- Ensure that Dieter's Metal Fabricating Ltd. procurement policies and documents (for example, RFPs) include specific accessibility requirements, where possible
- Continue to train staff to provide clear and effective wayfinding information
- Create a Terms of Reference for Dieter's Metal Fabricating Ltd.
- Provide resources for creating accessible information and communication to all Dieter's Metal Fabricating Ltd.
- Communicate with Dieter's Metal Fabricating Ltd. employees, to ensure awareness of Dieter's Metal Fabricating Ltd. accessibility policies and resources

#### **2021**

- Increase employment and other opportunities for under-represented populations
- Work to establish and develop a diverse and inclusive Dieter's Metal Fabricating Ltd. workplace
- Provide updated refresher training on Emergency and Safety procedures

#### **Ongoing**

- Dieter's Metal Fabricating Ltd. is committed to filing an accessibility compliance report based on stated deadlines in the AODA: December 31, 2020 and 2023.
- Dieter's Metal Fabricating Ltd. is committed to preparing and posting annual updates describing what has been done to achieve AODA compliance requirements and Dieter's Metal Fabricating Ltd. accessibility goals and achievements described in the Multi-Year Accessibility Plan.
- Dieter's Metal Fabricating Ltd. is committed to making its annual status updates and public accessibility policies available in alternate formats, upon request.
- Dieter's Metal Fabricating Ltd. is committed to exploring ongoing accessibility awareness and educational opportunities for its employees.

#### **Communication of the Plan**

The 2020-2025 Multi-year Accessibility Plan (MYAP) will be shared with Dieter's Metal Fabricating Ltd. staff and the broader community. The MYAP will be available on the Dieter's Metal Fabricating Ltd. upon request from the Human Resources Department. Every effort will be made to provide the document in alternate formats, if requested.

#### **Contact Us**

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