



Northfield Metal Products
Multi-Year Accessibility Plan
2012 - 2021

Northfield Metal Products Accessibility Plan 2012-2021

Contents

Introduction	3
Customer Service	3
Assistive Devices	3
Communication.....	3
Service Animals	3
Support Persons.....	3
Notice of Temporary Disruption	3
Emergency Assistance.....	4
Feedback Process.....	4
Training for Staff	4
Information and Communications	5
Employment.....	5
Procurement	5
Self-service kiosks	5
Design of Public Spaces.....	5
For More Information	5
Appendix NMP AODA Timeline.....	7

Introduction

Northfield Metal Products 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 are committed to meeting the needs of people with disabilities in a timely manner. We will remove and prevent barriers to accessibility and by meet our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

This accessibility plan outlines the steps Northfield Metal Products is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Northfield Metal Products will play its role in making Ontario an accessible province for all Ontarians. This document includes a summary of the accessibility initiatives the Northfield Metal Products has completed and will complete.

Customer Service

Northfield Metal Products is committed to excellence by providing accessible customer service to all visitors, stakeholders, and consumers including people with disabilities. In order to achieve this, Northfield Metal Products has implemented the following measures:

Assistive Devices

We will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Northfield Metal Products will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed in the reception area of Northfield Metal Products.

Emergency Assistance

Northfield Metal Products will provide assistance to employees with a disability during an emergency.

Feedback Process

Customers who wish to provide feedback on the way Northfield Metal Products provides goods and services to people with disabilities can do so in writing or in person. Feedback can be directed to:

Mr. Gary Becker
Human Resources Manager
Northfield Metal Products
PO Box 214, 195 Bathurst Drive
Waterloo, Ontario. N2V 2B2
519-884-1860 ext. 234
gary.becker@northfieldmetal.on.ca

Customers can expect to hear back within ten (10) days. Complaints will be addressed according to Northfield's Concern Resolution Policy.

For more information about Ontario's Customer Service Standard, visit ontario.ca/accessibility.

Training for Staff

All employees of Northfield Metal Products will be trained on the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC) as required by the Ontario Government. Training will be provided to applicable employees as soon as practical after their hiring.

Northfield Metal Products will provide specific information to employees who deal with the public or other third parties on their behalf. An example of staff to be trained includes, but is not limited to: Reception, Human Resources, Sales/Customer Service and Managers/Supervisors.

This information will be provided to staff as deemed necessary and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Northfield Metal Product's Accessible Customer Service Plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing Northfield Metal Products goods and services.

Ongoing training will be provided with respect to any changes in Northfield Metal Products existing accessible customer service plan and policies.

Records of training will be kept and indicate the date the training was provided and the names of the individuals who participated in the training.

Information and Communications

The Northfield Metal Products is committed to making our information and communications accessible to people with disabilities. As required by AODA, beginning January 1, 2021 our website and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5.

Employment

Northfield Metal Products is committed to fair and accessible employment practices. Internal and external applicants will be informed of the availability of accommodations throughout the recruitment process through job postings or other alternate and appropriate method. Upon consultation with the prospective applicant, appropriate accommodations will be implemented throughout the recruitment process.

Employees will be informed of the availability of alternate formats of policies and procedures. Northfield will consult with employees who have requested accessible formats and supports to ensure that they are provided with suitable resources.

Procurement

Northfield Metal Products is committed to consider accessibility for people with disabilities during the procurement process.

Self-service kiosks

Northfield Metal Products is committed to incorporating accessibility features considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Design of Public Spaces

Northfield Metal Products will meet accessibility laws when building or making major changes to public spaces. Northfield Metal Products will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For More Information

For more information on this accessibility plan, please contact:

Mr. Gary Becker
Human Resources Manager
Northfield Metal Products
PO Box 214, 195 Bathurst Drive
Waterloo, Ontario. N2V 2B2
519-884-1860 ext. 234
gary.becker@northfieldmetal.on.ca

Standard and accessible formats of this document are available upon request. Please contact the above.

Appendix NMP AODA Timeline

Northfield Metal Products AODA Accessibility Standards Timeline 2012 – 2021

AODA Accessibility Standards	Jan 1, 2012	Jan 1, 2014	Dec 31, 2014	Jan 1, 2015	Jan 1, 2016	Jan 1, 2017	Dec 31, 2017	December 31, 2020	January 1, 2021	December 31, 2023
Provide Accessible Customer Service	X									
Provide accessible emergency and public safety information	X									
Provide Accessible emergency information to staff	X									
Create accessibility policies and a multi-year plan	X									
Consider accessibility when purchasing or designing self-service kiosks	X									
Create accessibility policies and a multi-year plan		X								
Consider accessibility when purchasing or designing self-service kiosks		X								
Make websites accessible		X								
File an Accessibility Compliance Report			X ¹							
Train your staff on Ontario's Accessibility laws				X						
Make it easy for people with disabilities to provide feedback				X						
Make your public information accessible when asked					X					
Make your employment practices accessible					X					
Make new or redeveloped public spaces accessible						X				
File an Accessibility Compliance Report							X ¹			
File an Accessibility Compliance Report								○		
Make all websites and web content accessible									○	
File an Accessibility Compliance Report										○

X – Item has been completed.

○ – To be completed in the future.

**X¹ - Compliance Report has been filed on our behalf under Leggett & Platt Canada Co.

<https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits#section-3>