

**Multi-Year Accessibility Plan
2023-2028**

Issue Date: May 29, 2023



Custom Fab. Inc.

Revision Date:

Policy Number: HSM0101

Revision Number:

Approved By: *Bonnie Coppola*

MESSAGE FROM THE PRESIDENT

P. Klassen Custom Fab. 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 meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

P. Klassen Custom Fab. Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

P. Klassen Custom Fab. Inc. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

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

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

STRATEGIES & ACTIONS

Customer Service

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P. Klassen Custom Fab. Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

P. Klassen Custom Fab Inc ensures that all newly hired employees and returning employees participate in training for Custom Service Standard as part of their new hire orientation. This training is provided on first day working.

Actions Planned Include:

- Continue to train new employees on accessible customer service.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.
- Work to ensure all online forms are accessible

Information and Communications

P. Klassen Custom Fab. Inc is committed to making our information and communications accessible to people with disabilities.

P. Klassen Custom Fab. Inc provides all communications in multiple formats including but not limited to verbal communication, postings on employee boards, emails, text messages, and any other required accessible format.

P. Klassen Custom Fab. Inc. is committed to ensuring our information is accessible & has updated website to conform with accessibility standards.

Actions Planned Include:

- Develop processes to ensure information can be made accessible to people with disabilities upon request.
- Develop guidelines and best practices for creating accessible documents.

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- Work with employees that create documents that are accessible.
- Develop best practices to make email communication more accessible.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.
- Updating public websites and web content to meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- Provide training to employees on how to create accessible documents.

Recruitment & Employment

P. Klassen Custom Fab. Inc. is committed to fair and accessible employment practices.

P. Klassen Custom Fab. Inc has incorporated footers in all available job postings informing of equal opportunity employers. As well as Accommodations are available for all parts of the requirement process, applicants must make their needs known in advance. P. Klassen Custom Fab. Inc. allows requests for accommodations as needed by employees. Employees must make their needs know in advance.

Actions Planned Include:

- Continue addressing barriers to recruitment.
- Continue to accommodate employees.

Training

P. Klassen Custom Fab. Inc. is committed to providing training in the requirements of Ontario Accessibility laws and the Ontario Human Rights as it applied to people with disabilities.

P. Klassen Custom Fab Inc ensures that all newly hired employees and returning employees participate in training for Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act as part of their new hire orientation. This training is provided on first day working.

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Actions Planned Include:

- Organization-wide training compliance check reports are run as needed.
- All employees, supervisors, and managers are to understand how to interact with customers of varying abilities.
- We will institute a refresher training cycle at least every three years or as changes occur to ensure knowledge remains current.

MEASURING RESULTS

Revisions to the Multi-year Accessibility Plan

If, through feedback and our own accessibility action and planning processes, we determine that the Multi-year Accessibility Plan needs revision, we will update it to reflect these insights. Revisions will be available on our website and will be provided in alternate formats on request.

Reviewing feedback

We will monitor and evaluate any feedback the organization has received throughout the year related to accessibility. This information will be used to continuously improve our processes and may be integrated into our accessibility reports and/or multi-year plan.

MORE INFORMATION

For more information on this accessibility plan, please contact Bonnie Coppola at bklassen@klassenfab.com.

Our accessibility is publicly posted at www.klassenfab.com.

Standard and accessible formats of this document are free to request. Please contact office@klassenfab.com to gain access to other formats.

EVALUATION

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This Multi-Year Accessibility Plan is to be reviewed every 5 years at a minimum.

Description of Change(s)	Reason for Change (s)	Date	Revision No.

COPIES TO

Policy Binder