



Title: Multi Year Accessibility Plan 2021 - 2026	Date of Issue: June 2021
Approved by: Justin Heller – Vice-President	Review / Revise Date:
Location: Office & Shop	

STATEMENT OF COMMITMENT

C&H Fire Suppression Systems 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.

Policies and Procedures

- Creating and implementing an Accessibility Policy, governing the provision of C&H Fire's services to persons with disabilities, and addressing the use of service animals and support persons
- Creating and implementing a process for Accessibility Requests and Feedback Review and making both available on our website
- Creating a process for providing notice of temporary disruptions

Training

- Training existing staff and all other persons who provide services on C&H Fire's behalf on AODA and the Customer Service Standards
- Training all new hires and all other new persons as required during the orientation period on AODA and the Customer Service Standards

Filing

- Complete all filings and Annual Reports submission to the Ministry as required



LEGISLATIVE REQUIREMENT	COURSE OF ACTION	PROGRESS TO DATE
Develop our AODA policy including Customer Service Standard and feedback process. Make publicly available upon request.	Accessible Customer Service Policy created	Completed
Train those who deal with the public, third parties and those who develop and approve policies and practices on the customer service standards.	<p>Develop AODA Training compliance policy for all employees.</p> <p>AODA training was delivered to all existing and new employees moving forward.</p>	<p>Completed</p> <p>Ongoing</p>
Statement of commitment.	Posted Statement of Commitment on company website and front office	Completed
Individualized emergency response information.	We will address individualized response information in our Work Accommodation Plans. No current employees require an individualized emergency response plan at this time.	Changes in manpower and any persons who require a special needs emergency response procedure will be addressed at that time.
Internet websites and Web content up to 2014 must comply with WCAG 2.0, Level A requirements.	IT representative ensures compliance. It was discussed with management in June 2015.	<p>Completed.</p> <p>IT will ensure compliance moving forward.</p>
Update policy to include AODA Integrated Accessibility Standards.	Revise existing policy each year as needed per AODA requirements and signed off by senior management.	<p>Completed.</p> <p>Training of all existing and new employees is completed. It is part of C&H Fire's new hire Safety orientation process.</p>



<p>Develop a multi-year accessibility plan and post on C&H Fire's website. Review plan every 5 years minimum.</p>	<p>Developed a multi-year accessibility plan and post on website. Update at least every 5 years while reviewing yearly.</p>	<p>In progress. The Plan will be posted on C&H Fire's Website in 2021, updated as required and when needed.</p>
<p>Communicate changes to policies and new accessibility plan.</p>	<p>Communicate changes through Safety meetings.</p> <p>Ask employees for feedback on barriers for those with disabilities referring to customer service.</p>	<p>C&H Fire's AODA Policy is on our Website. It will be reviewed and signed off annually by senior management.</p> <p>Completed annually.</p>
<p>Create and file report with the Government.</p>	<p>Update and re-file using the online information.</p>	<p>Completed.</p> <p>Next online report to be filed upon completion of legislated requirements in 2021.</p>
<p>Notify Employees and the public about accommodation for applicants with disabilities in our recruitment process.</p>	<p>Review with upper management and revise the hiring process. Include on our job postings moving forward.</p>	<p>Ongoing</p>
<p>Notify job applicants selected for assessment process that accommodations are available when requested relating to materials or processes used.</p>	<p>Review and revise recruitment process to meet the AODA Standard.</p> <p>Include a statement in job postings stating our commitment in providing accommodations for persons with disabilities.</p>	<p>Completed.</p> <p>Language confirming that C&H Fire provides public notification of the availability of accommodation in our recruitment processes, as required under IASR section 22, is introduced in all job postings.</p>



2021 Accessibility Initiatives

Complete Multi Year Accessibility Plan and post on company website and office locations.

File accessibility report online as required

2022 Accessibility Initiatives

Start review of company website for WCAG 2.0 Level AA compliancy.

2023 Accessibility Initiatives

Annual review of the multi-year accessibility plan with status updates posted to the Company website.

2024 Accessibility Initiatives

The C&H Fire website and content will conform to WCAG 2.0 Level AA (excluding live captioning and audio description)

2025 Accessibility Initiatives

Annual review of the multi-year accessibility plan with status updates to be posted to the Company website.