Crawford Packaging

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This accessibility plan outlines the policies and actions that Crawford Packaging will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11. *This Plan will be posted on our website and will be updated every 5 years at a minimum.*

Statement of Commitment

Crawford Packaging believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

General Requirements	
Accessibility Requirement: Establishment of accessibility policies	**Compliance Deadline:** January 1, 2013
Current Barriers: None currently	
Plan to Meet Requirements: Polices have been written and communicated to employees	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed
Accessibility Requirement: Training on IASR and the *Human Rights Code*	**Compliance Deadline:** January 1, 2014
Current Barriers: None noted	
Plan to Meet Requirements: Employees have been trained. New employees receive their training during the onboarding process with HR. Refresher Training completed July/August 2020.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed and Ongoing for new employees

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Information and Communication Standard

Accessibility Requirement: Feedback Process	**Compliance Deadline:** January 1, 2014
Current Barriers: None currently	
Plan to Meet Requirements: There are folders at the front desk of all 3 locations with feedback forms specifically regarding our good/services and accessibility. They are also available on our website.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed
Accessibility Requirement: Accessible Formats and Communication Supports	**Compliance Deadline:** January 1, 2014
Current Barriers: None noted	
Plan to Meet Requirements: If requested, we can provide a communication in another format based on the person's needs. Employees have been trained to know this must be provided if requested.	
Potential Future Barriers: If a format is requested that is not readily available, we can work with the individual to get them the information in a way that works for their disability.	
Responsible Authority: EE's who receive a request and HR	**Results:** Completed
Accessibility Requirement: Emergency procedures, plans, or public safety information	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: There is an emergency procedure posted near the front door at all 3 locations	

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Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed
Accessibility Requirement: Accessible websites and web content	**Compliance Deadline:** WCAG 2.0 Level A January 1, 2014 WCAG 2.0 Level AA January 1, 2021
Current Barriers: No current barriers.	
Plan to Meet Requirements: WCAG 2.0 Level AA compliance met with accessiBe software.	
Potential Future Barriers: If accessiBe or Squarespace experiences an outage we will experience challenges with accessibility, any challenges faced will not be permanent as we have resources to troubleshoot issues.	
Responsible Authority: Marketing/IT	**Results:** Full control over the entire website and make the necessary changes to meet compliance.
Accessibility Requirement: Educational and Training Resources or Materials and Educators	**Compliance Deadline:** January 1, 2013
Current Barriers: None noted	
Plan to Meet Requirements: Training is done in house and accommodation can be provided upon request for accessible materials.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Can be completed upon request

Crawford Packaging

Employment Standard

Accessibility Requirement: Recruitment, Assessment, and Selection Processes	**Compliance Deadline:** January 1, 2016
Current Barriers: None noted	
Plan to Meet Requirements: Job postings state that accommodations for applicants with disabilities are available upon request. When a candidate is called for an interview they are asked if they need any accommodation to support their participation in the interview process. We also state in our offer letters that accommodation is available throughout their employment if requested.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed thus far and ongoing
Accessibility Requirement: Informing Employees of Supports	**Compliance Deadline:** January 1, 2016
Current Barriers: None noted	
Plan to Meet Requirements: We have an IASR Employment Policy that has been written and communicated to our employees stating that Crawford packaging will accommodate an employee when requested. We also train all new employees in AODA and IASR/Human Rights talking about providing employees with anything they require as a result of a disability. Refresher AODA training was completed July/August 2020 for all employees.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed and Ongoing
Accessibility Requirement: Accessible formats and communication supports for employees	**Compliance Deadline:** January 1, 2016
Current Barriers: None noted	

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Plan to Meet Requirements: We can provide these accessible formats if requested which is communicated during onboarding through training and it's stated in our Policies.	
Potential Future Barriers: None Noted	
Responsible Authority: HR	**Results:** Completed and Ongoing
Accessibility Requirement: Workplace Emergency Response Information	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: There is no need for this accommodation currently, but we can create one if needed in the future for those that request it or for whom Crawford is aware of the need for accommodation due to a disability.	
Potential Future Barriers: None noted	
Responsible Authority: HR & Manager	**Results:** Completed
Accessibility Requirement: Documented individual accommodation plans	**Compliance Deadline:** January 1, 2016
Current Barriers: None noted	
Plan to Meet Requirements: If requested we will create a plan that will include the employee participation, seek outside advice if needed, protect the employee's information and review the plan annually or when needed.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed
Accessibility Requirement: Return to Work Processes	**Compliance Deadline:** January 1, 2016
Current Barriers: None noted	

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Plan to Meet Requirements: We have a Return to Work Policy stipulating we will support employees with RTW and what everyone's responsibilities are throughout the process. We have gone through this process several times.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed and will continue moving forward
Accessibility Requirement: Performance Management Process	**Compliance Deadline:** January 1, 2016
Current Barriers: None noted	
Plan to Meet Requirements: Any individual accommodation plans, or accessibility needs will be taken into consideration when completing performance reviews, up until this point none have been required/requested.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed and Ongoing
Accessibility Requirement: Career Development and Advancement	**Compliance Deadline:** January 1, 2016
Current Barriers: None noted	
Plan to Meet Requirements: Crawford packaging will ensure that a person's disability or accommodation needs do not get in the way of them advancing in their career	
Potential Future Barriers: None noted at this time	
Responsible Authority: HR & Mngmt.	**Results:** Completed and Ongoing

Crawford Packaging

Design of Public Spaces

Accessibility Requirement:	Compliance Deadline:
Make exterior paths of travel accessible	January 1, 2017

Current Barriers: None noted

Plan to Meet Requirements:

There is a ramp and a path wide enough to get to our front doors that is wheelchair accessible. Also, we have the required number of clearly marked parking spaces that meet all requirements.

Potential Future Barriers: None noted

Responsible Authority: Property/Company Owner and HR	Results: Completed

Accessibility Requirement:	Compliance Deadline:
Making parking Accessible	January 1, 2017

Current Barriers: None noted

Plan to Meet Requirements:

There are 65 parking spots with 2 at the front being wheelchair accessible. There is a gap in between the two spots big enough for a wheelchair.

Potential Future Barriers: None noted

Responsible Authority: Property/Company Owner	Results: Completed

Accessibility Requirement:	Compliance Deadline:
Making Service Counters and Waiting areas accessible	January 1, 2017

Current Barriers: None noted

Plan to Meet Requirements:

There is room in our sitting area at the front entrance for a wheelchair and a counter that is wheelchair accessible. There are also chairs available to sit on.

Potential Future Barriers: None noted	
Responsible Authority: Property/Company Owner	**Results:** Completed
Accessibility Requirement: Maintain the accessible parts of your public spaces	**Compliance Deadline:** January 1, 2017
Current Barriers: Note noted	
Plan to Meet Requirements: The accessible parts of our public spaces are maintained by a third party and internally when required.	
Potential Future Barriers: Possibly monetary if it's a big repair needed in the walkway or parking lot	
Responsible Authority: Property/Company Owner	**Results:** Completed and Ongoing

Customer Service Standards

Accessibility Requirement: Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: Policies are in place and have been communicated to employees	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed
Accessibility Requirement: Ensure that a person with a disability is permitted to enter the premises with their service animal with them (unless excluded by law)	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	

Crawford Packaging

Plan to Meet Requirements: This requirement has been communicated to staff through policies and through training and will continue to be during onboarding of new employees. A service animal is permitted to go anywhere the customer is permitted to go.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed and Ongoing
Accessibility Requirement: Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with the disability is not prevented from having access to that support person	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: This requirement has been communicated to staff through policies and through training and will continue to be through the onboarding process of new hires	
Potential Future Barriers: None noted at this time	
Responsible Authority: HR	**Results:** Completed and ongoing
Accessibility Requirement: Provide notice of any temporary disruption that may affect persons with disabilities. Also prepare a document stating this disruption.	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: This requirement has been communicated to staff through policies and through training. HR will ensure this is done if there is a disruption.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Will be completed if required
Accessibility Requirement: Provide accessible customer service training to all staff	**Compliance Deadline:** January 1, 2012

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Current Barriers: None noted	
Plan to Meet Requirements: All policies and training are in place, and all employees have been trained. Training continues to be a part of the onboarding process for all new employees.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed
Accessibility Requirement: Provide training on changes to policies to staff on an ongoing basis and keep records of training.	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: Any changes to our policies will be communicated to staff and record of this kept by HR.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed
Accessibility Requirement: Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request.	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: There is a requirement for all employees to participate in all required AODA training and records are kept of this training.	
Potential Future Barriers: None noted	
Responsible Authority: HR	**Results:** Completed and Ongoing

Crawford Packaging

Accessibility Requirement: Establish a feedback process for providing goods, services, or facilities to person with disabilities and Prepare a document stating this process. Notify that the document is available upon request	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: We have feedback forms available at the front door of our 3 locations and on our website. We can provide an accessible version of this form if needed and requested.	
Potential Future Barriers: None noted	
Responsible Authority: All employees who receive a request, HR will oversee	**Results:** Prepared Completed and Ongoing

Accessibility Requirement: Ensure that documents or information given to a person with a disability are offered in an accessible format with communication support	**Compliance Deadline:** January 1, 2012
Current Barriers: None noted	
Plan to Meet Requirements: This expectation has been stated in our policies and through training to staff	
Potential Future Barriers: None noted	
Responsible Authority: All employees who receive a request and HR	**Results:** Completed

Review and Update

This document was created on July 7, 2018

This document was reviewed and revised November 28, 2019

This document must be reviewed and updated before November 28, 2024