

## Multi-Year Accessibility Plan

Latem Industries Multi-Year Accessibility Plan (MYAP) 2020-2025 was adopted on January 1, 2020. The MYAP is a key component of Latem Industries accessibility framework which outlines how Latem Industries will provide an accessible environment in which people with disabilities can access Latem Industries services, communication systems, facilities, and employment opportunities in a way that meets their individual needs.

Latem Industries is also committed to supporting employees through advice, policies, tools, and resources that promote an inclusive workplace. For more information, contact Latem Industries at [hr@latem.com](mailto:hr@latem.com) or 519-740-0292 ext 242.

Latem Industries is committed to the identification, removal and prevention of accessibility barriers.[1] By doing so, Latem Industries will provide an accessible environment in which employees and visitors with disabilities can access Latem Industries services and facilities, including information and communications, in a way that meets their individual needs.

Latem Industries is equally committed to supporting employees through advice, policies, tools, resources and governance structures that promote an inclusive workplace and support employees in delivering accessible services.

### Background

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) companies are required to develop a multi-year accessibility plan. Latem Industries MYAP outlines how Latem Industries will advance accessibility in the following areas:

- General Accessibility
- Information and Communication
- Customer Service
- Employment

The 2020-2025 MYAP is a document which will be reviewed and updated every 5 years and will be posted on the company website. Annual status reports will be completed and recorded.

[1] Accessibility barriers can include any of the following types of barriers:

- *Attitudinal barriers* include negative attitudes and assumptions about persons with disabilities.
- *Systemic barriers* include policies and procedures that create barriers to full inclusion.
- *Information, communication and technology barriers* include communication formats that are not available in accessible formats (e.g., screen reader compatible, braille, plain language, etc.)
- *Built and physical barriers* include elements in the physical environment that create barriers for persons with disabilities (e.g., lack of a ramp or elevator to access different levels, door widths that prohibit access for users of mobility devices).

## **Guiding Principles**

The following principles serve to guide Latem Industries in our commitment to the accessibility of our goods, services, facilities and employment opportunities in a timely manner that is accessible to people with disabilities.

### **1. Leadership and Accountability**

Latem Industries will lead by example in accessibility excellence by striving for maximum accessibility over minimum compliance. Senior leadership in all areas and at all levels of the organization is accountable for advancing accessibility in their areas of responsibility.

Latem Industries will:

- Foster a culture of equity and inclusion both within Latem Industries organization and through customers we serve by challenging assumptions and biases when planning and delivering services
- Identify and address discriminatory systems, processes and behaviours

### **2. Dignity and Independence**

Latem Industries employment opportunities, services and facility will be provided to people of all abilities in a manner that respects the inherent dignity, diversity and abilities of all individuals.

Latem Industries will:

- Create and maintain an atmosphere of dignity and respect for all employees, visitors and customers
- Provide services in a caring, compassionate, non-judgmental manner, free from discrimination and harassment
- Respect the independence of employees, customers and visitors with disabilities by enabling their access to Latem's opportunities, services and facilities

### **3. Integration and Equity**

Latem Industries employment opportunities, services and facilities will be provided to people of all abilities in a similar way, unless an alternative measure is necessary to enable people with disabilities to obtain, use or benefit from the opportunities, services or facilities.

Latem Industries will:

- Ensure people with disabilities can access and benefit from the same opportunities, services and facilities in an equitable way as others
- Seek permanent accessibility solutions for employees, customers and visitors with disabilities to access and benefit from company opportunities, services and facilities

- Take into account individual needs and proactively provide accessible formats, communication supports or other accommodations to ensure equitable outcomes
- Consider the impacts and opportunities during all stages of policy, planning and delivery of opportunities, services and facilities

#### **4. Accessibility by Design**

A barrier-free environment is achieved when accessibility is intentionally incorporated into the design of all company planning, procurement and implementation of policies, services and facilities to address the diverse needs of all employees, customers and visitors.

Latem Industries will:

- Incorporate accessibility in the earliest planning stages and throughout the design, development and implementation of employment, services and facilities
- Create permanent inclusive solutions ensuring accessibility for persons with disabilities is not an afterthought
- Ensure accommodation processes incorporate an approach that recognizes and addresses accessibility barriers (e.g., attitudinal, systemic, information, communications and technology, built / physical environment)

#### **5. Innovation and Adaptability**

Latem Industries seeks new approaches and solutions to accessibility and adapts to new technologies that facilitate increased participation of employees, customers and visitors with disabilities.

Latem Industries will:

- Take an approach that recognizes that accessibility solutions may need to address multiple barriers and that a single solution might not meet the accessibility needs of everyone
- Seek to embed an accessibility lens towards continuous improvement of processes and procedures

#### **6. Collaboration and Engagement**

Addressing accessibility barriers requires a collaborative approach and is the shared responsibility of all. Accessible employee engagement processes will help Latem Industries make more informed decisions, and build strong relationships with the customers Latem Industries serves.

Latem Industries will:

- Commit to ongoing, meaningful engagement with diverse stakeholders including employees, customers and visitors with disabilities when designing and implementing services and facilities
- Ensure that employee, visitor and customer activities are accessible
- Work together to align and advance accessibility priorities

## **General Accessibility**

The general requirements of the *Integrated Accessibility Standards Regulation (IASR)* under the AODA require Latem Industries to have accessibility policies, a statement of commitment, and a multi-year accessibility plan. The development, implementation and maintenance of corporate policies governing how Latem Industries will achieve accessibility have been established, including:

- Latem Industries Statement of Commitment was adopted, posted on our website and is updated as needed. Employees are trained.
- Latem Industries Accessibility & Customer Service Policy was adopted, posted on our website and is updated as needed. Employees are trained.
- Latem Industries Multi Year Accessibility Plan was adopted, posted on our website and is updated approximately every 5 years (max)

Achievements:

- Develop, maintain and monitor accessibility guidelines and tools to support implementation and AODA compliance assurance.
- Provide status updates and ensure updates are posted on Latem Industries website.
- Promote accessibility awareness within the organization through education.
- Continue to embed accessibility into the company strategy as work proceeds.
- Continue to embed accessibility and to consider impacts of all new planning, projects, policies and initiatives.

Outcomes:

- An organization which fosters a culture of equity and inclusion, that value and include employees, customers and visitors with disabilities.
- Employees, customers and visitors are aware of resources and can easily utilize accommodation and accessibility services when accessing company services and facilities.
- Employees have the support needed to actively identify, prevent and remove accessibility barriers.

## **Training:**

Latem Industries is required, under the AODA, to provide training on the requirements of the IASR and on the *Ontario Human Rights Code* to all employees and persons who participate in developing policies or provide services on behalf of Latem Industries.

### Achievements:

- Ensure all employees continue to complete mandatory AODA and accessibility training appropriate to the person's role as soon as possible and in a variety of formats.
- Enhance leadership knowledge and skills to ensure compliance with Policies, Human Rights legislation, AODA and other related legislation.
- Continue to record and track employee learning and development activities specifically related to AODA and accessibility requirements.
- Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.
- Continue the development of education program to help employees understand human rights obligations and unconscious bias to promote equitable outcomes for people with disabilities.

### Outcomes:

- Employees understand their responsibilities to provide accessible opportunities, services and facilities that take into account the needs of employees, customers and visitors with disabilities.
- Employees with disabilities have equitable access to learning, development and career growth opportunities.

## **Information and Communication**

The Information and Communications Standard under the IASR requires Latem Industries to communicate and provide information in ways that are accessible to people with disabilities.

### Achievements:

- Continue to notify visitors, employees and customers about the availability of accessible formats and communication supports.
- Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.
- Continue to support the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to

consult with the person making the request in order to determine suitable accessible formats or communication supports.

Outcomes:

- Employees have the tools and resources to develop and provide information in accessible formats.
- Employees, customers and visitors with disabilities will have equal access to company information through communication supports and alternate formats.

## **Customer Service**

Latem Industries is committed to customer service excellence. This includes service provision that is both accessible to and inclusive of employees, customers and visitors with disabilities. The Accessible Customer Service Standard under the IASR requires Latem Industries to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.

Achievements:

- Continue to embed and strengthen the focus on accessibility within Customer Service
- Review and update the Customer Service policy and update to reflect the highest standards in accessible customer service .
- Continue to evaluate company programs and services to ensure inclusion and equitable participation of employees, customers and visitors with disabilities in company operated programs.
- Created a Feedback form which is placed in our lobby and is available on our website.
- Continue to improve the company website to meet Web Content Accessibility Guidelines (WCAG) 2.0 and to complete Level AA by January 1, 2021

Outcomes:

- People with disabilities receive company services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.
- Employees have access to tools, resources, policies and procedures to support accessible customer service.

## **Employment**

The Employment Standards under the IASR requires that Latem Industries support the recruitment and accommodation of employees with disabilities. Latem Industries is committed to advancing accessibility, diversity and inclusion of employees with disabilities.

### Achievements:

- Continue to embed equality into all recruitment processes to remove any unintended accessibility barriers.
- Review policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with legislation.
- Continue the practice of preparing individualized accommodation, return to work and emergency response plans for employees with disabilities .
- Foster a culture of employee engagement and inclusion.

### Outcomes:

- Increased employment, engagement and advancement of employees with disabilities within Latem Industries organization.
- Equitable, clear and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities are able to participate fully as job applicants and employees of Latem Industries.

## **Conclusion**

Latem Industries is committed to the prevention, identification and removal of accessibility barriers. The Multi-Year Accessibility Plan (MYAP) will be monitored on an annual basis and status updates will be posted on Latem Industries website. The MYAP will be updated in 2025 in consultation with employees, customers and visitors with disabilities.

Accessibility is everyone's responsibility and will be incorporated by design into the work of all. Latem Industries MYAP will create a shift in the workplace culture with respect to attitudes about accessibility and disability. Latem Industries will demonstrate and maintain accessibility excellence as an inclusive employer and service provider.

*For inquiries about this plan or to request an alternate format, please contact [hr@latem.com](mailto:hr@latem.com) or 519-740-0292 ext 242.*