

## Class 1 Inc. Accessibility Plan

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### Message from the General Manager

Class 1 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.

### Introduction

We are Canada's leading medical gas installation specialists providing expert service and teams to design, engineer and install your medical gas equipment.

Since 1995, we have and continue to be a leading manufacturer, distributor and service provider of medical gas equipment and patient headwall units. Whether it be modifying an existing installation or a brand-new construction project, our highly experienced team will work with you to get the job done right. Class 1 Inc. combines innovative technology, quality, and standards ensuring that our customers receive the highest quality products and customer service.

Our main corporate office is in Cambridge Ontario with satellite offices in Montreal, Winnipeg, Vancouver, and Calgary.

We continue to combine cutting edge technology, quality, and standards with a culture of caring. Our culture of caring includes striving to meet the needs of our employees and customers with disabilities and working hard to remove and prevent barriers to accessibility.

Class 1 Inc. is committed to fulfilling our obligations under the Accessibility for Ontarians with Disabilities Act and our Equity, Diversity, and Inclusion program. This accessibility plan outlines the steps Class 1 Inc. is taking to meet those obligations and improve opportunities for people with disabilities.

## **Section One: Past Achievements to Remove and Prevent Barriers**

### **Customer Service**

Class 1 Inc. provides customer service based on the guiding principles of dignity, independence, integration, and equal opportunity.

We provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people and will not interfere unnecessarily with any person with a disability unless help has been requested.

We will provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.

Overall, we strive to provide service to persons with disabilities in such a way that they have an equal opportunity to access our products, services, and facilities.

### **Information and Communications**

Class 1 will also provide and make available in an accessible format or with appropriate communication supports, information about emergency response plans or public safety to customers and employees with disabilities.

### **Employment**

Class 1 welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Upon hiring, Class 1 will ensure that specific accommodation or supports requested during the hiring process are in place before a new employee with a disability begins their employment.

Class 1 will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. This information will be kept within the Individual Accommodate Plan document.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, Class 1 will provide the workplace emergency response information to the person designated by the employer to aid the employee. The emergency response will include a plan for violence and harassment issues as per Class 1 policies, a hazardous material incident response plan, fire emergency procedures and first aid plan. All proper training and conducting drills will be included.

The individualized workplace emergency response and Individual Accommodation Plan information must be reviewed:

- When the employee moves to a different location in the organization
- When the employee's overall accommodation needs, or plans are reviewed
- When the employer reviews its general emergency response policies

## **Facility and Premises**

Class 1 is a wheelchair accessible facility that meets applicable CSA and building standards in this region.

Class 1 offers 2 accessible off-street parking spaces for the use of persons with disabilities indicated by accessible permit parking signs in accordance with section 11 of Regulations 581 of the Revised Regulations of Ontario, 1990. These spaces are larger and provide additional room between the spaces for ease of entry.

## **Section Two: Ongoing Strategies and Actions**

### **Customer Service**

1. Clearly identify areas of premises that are open to service animals

### **Information and Communications**

1. Post our accessibility policy and commitment on the company website
2. Check to make sure the company website is compliant with AODA annually
3. Develop channel for feedback and complaints and method for responding

## **Employment**

1. Add accessibility clause to all new employee offer letters
2. Revise Individual Accommodation Plan template for employees with disabilities
3. Include Individual Accessibility Plan template to new hire document package with instructions for completion and/or continued notification during the employment relationship
4. Improve annual training regarding accessibility policy and commitments for all employees in Ontario

## **Facility and Premises**

1. Improve business access
  - a. Addition of automatic door openers to
    - i. The front exit (closest to parking lot ramp)
    - ii. At least one main floor bathroom
2. Add grab bars to the accessible washroom
3. Add signage to the exterior door – or by the door of the accessible washroom
4. Provide access to an employee break area on the main floor of the building or install an elevator to the second floor

## **For More Information**

For more information on this accessibility plan, please contact Jennifer McComb, Class 1. Inc. HR & Compliance Specialist at (519)650-2355 X 261 or [jennifer.mccomb@class1inc.com](mailto:jennifer.mccomb@class1inc.com).

[www.class1inc.com](http://www.class1inc.com)

Standard and accessible formats of this document are free upon request from [jennifer.mccomb@class1inc.com](mailto:jennifer.mccomb@class1inc.com).