

MULTI-YEAR ACCESSIBILITY PLAN

It is not only our obligation but our earnest pleasure to make each and every customer feel valued when visiting Jewell Engineering Inc. It is the goal of our company, the Joint Health and Safety Committee, and all of our employees to work together as an Internal Responsibility Team to ensure that all standards are carried out and to make real, measurable and effective changes as needed in a timely manner.

2013-9

Named an Accessibility Officer for the company
Existing staff trained on accessible customer service
New staff trained on accessible customer service, Reading, About the AODA Act, completing a Customer Service Review Test that covers all the training requirements under the standard and signing an acknowledgement of such as well as letting them know that the full act is available in the office
All training information documented and kept on file
Created Accessible Customer Service Plans and posted that they are available and where to find them, if requested will provide in accessible formats
Accessibility criteria considered in all areas of business and customer service
Ensure that policies are consistent with principles of independence, dignity, integration, and equality of opportunity
File progress of compliance by completing current AODA Self-Certified Accessibility Report
Customer feedback sheets available with customer service plans
Accessibility feedback reviewed as received
Ensure notice of disruption policies are in place when services are unavailable
Review ministry policies, decision-making processes and administrative procedures
Review internal policies, procedures and practices to ensure that accessibility is considered in all areas of business

2020

Review website compliance
Review accessibility policies, practices, and procedures to the company Health and Safety policy
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