



# AODA

Accessibility for Ontarians with Disabilities Act



# What is AODA?



- 1 in 7 people in Ontario have a disability
- With an aging population, this number will increase over the next 20 years to 1 in 5
- 2005 - The Accessibility for Ontarians with Disabilities Act is introduced
- 2008 – Customer Service Standards are established
  - i.e. Guidelines for all employers who provide goods and services to the general public
- 2012 - Additional regulations are implemented to ensure all employers are removing barriers for people with disabilities

# AODA and the Ontario Human Rights Code (OHRC)



- The OHRC is a public policy in Ontario which ensures equal rights and opportunities. As such, the OHRC prohibits discrimination or harassment on several grounds, including the grounds of Disability.
- The AODA works in conjunction with the OHRC, and further develops protections for those with a disability.
- As such, the AODA is the law – i.e. discrimination on the grounds of disability is an infringement of the OHRC and is therefore, illegal and punishable by law.
- To remain compliant with AODA and OHRC, the Company is providing training for those who work with the public.

# OHRC and Milacron Canada Corp.'s Obligation



- It is the obligation of the Company, as well as each Employee to do whatever it takes to accommodate a visitor who requests assistance.
- If a visitor requests assistance, employees are required to accommodate them, by whatever means are possible
- It is the law, to accommodate someone with a disability, and such requests cannot be ignored.



# AODA's Goals

- Imagine living in a province, where there are no barriers for people with disabilities – to travel, work or play
- It is not the disability that is a barrier to a fulfilling life, it is the environment
- By 2025, AODA is striving to achieve full accessibility for all Ontarians
- The purpose of the act is to educate people regarding the needs of people with disabilities



# Four Elements of AODA

1. Create a Plan to Address the AODA
2. Train employees
3. Publish the Company's Policy
4. Report Compliance to the Government



# Milacron Canada Corp. Plan



- Effective January 1, 2012, Milacron Canada Corp. launched a new policy: AODA – Customer Service Standard
- This policy follows the 4 key principles of AODA:
  - Dignity –ensure goods and services are delivered in a way which does not diminish a person’s importance
  - Independence – respect the person’s right to perform things for themselves
  - Integration – Allow the person(s) with disabilities to participate in the solutions
  - Equal Opportunity – Access to all goods and services, for all people, regardless of ability

# Milacron Canada Corp. Plan

(continued)

- In addition, Milacron Canada Corp. is committed to the following:
  - All employees who interact with customers, vendors, consultants, etc. are trained on how best to address disabilities of their visitors
  - The Company welcomes feedback from any of the above mentioned individuals, regarding opportunities for the Company to improve their ability to accommodate needs of individuals, in order that everyone may access Milacron Canada Corp. goods and services





# Milacron Canada Corp. Goal

- To remove any existing barriers which may be in place over the next few years. This might mean building elevators or ramps where they are needed, installing hearing impaired telephones or using magnifying computer screens
- Mandate that all employees foster an environment, where accommodation needs are openly talked about and put in place.



# Accessibility on our Website

HOME | SITEMAP | MERLIN | PORTAL | GLOBAL SALES NETWORK | English | SEARCH

COMPANY PRODUCTS SOLUTIONS MARKETS SUPPORT

COMPANY **Careers**

About Us  
Our Vision  
Management Team  
Our History  
Our Awards  
Our Locations  
Research & Development  
Sustainability  
**Careers**  
Sales & Service Contacts  
New & Press Releases  
Tradeshows & Events

“ Mold-Masters is a brand built from a foundation of key people who are leaders, experts and innovators in the plastics industry. ”  
Patrick Bennett  
President, Mold-Masters Europe

Join Canada's most innovative company and a global manufacturing leader

Mold-Masters is a world leading supplier of hot runner technology and systems. We design, manufacture and support a full range of hot runner products that are used in the automotive, medical, packaging, consumer and electronics markets. With more than 900 patents issued and pending worldwide, Mold-Masters was named the most innovative company in Canada by the Patent Board.

Grow with a global leader

- Join a diverse team with over 1500 employees in 6 manufacturing locations and 40 sales offices globally serving customers in over 70 countries.
- Work with unique, dynamic, leading-edge technology that sets the industry standard.
- Learn from industry experts how to develop and manufacture new cutting-edge products using

Open Positions  
Company Culture  
Compensation  
**Accessibility**

Mold-Masters is committed to providing accessibility to Ontarians. We are happy to receive any feedback to this respect.  
Please send us an e-mail with your comments.

As part of the AODA Regulations, outside visitors must be able to provide their feedback to Milacron Canada Corp.



# Disabilities

While some disabilities are visible, others are less obvious

## Disability

- Mobility Impairment
  - Inability to walk
- Speech & Language Impairment
  - Deafness
- Visual Impairment
  - Blindness, low vision

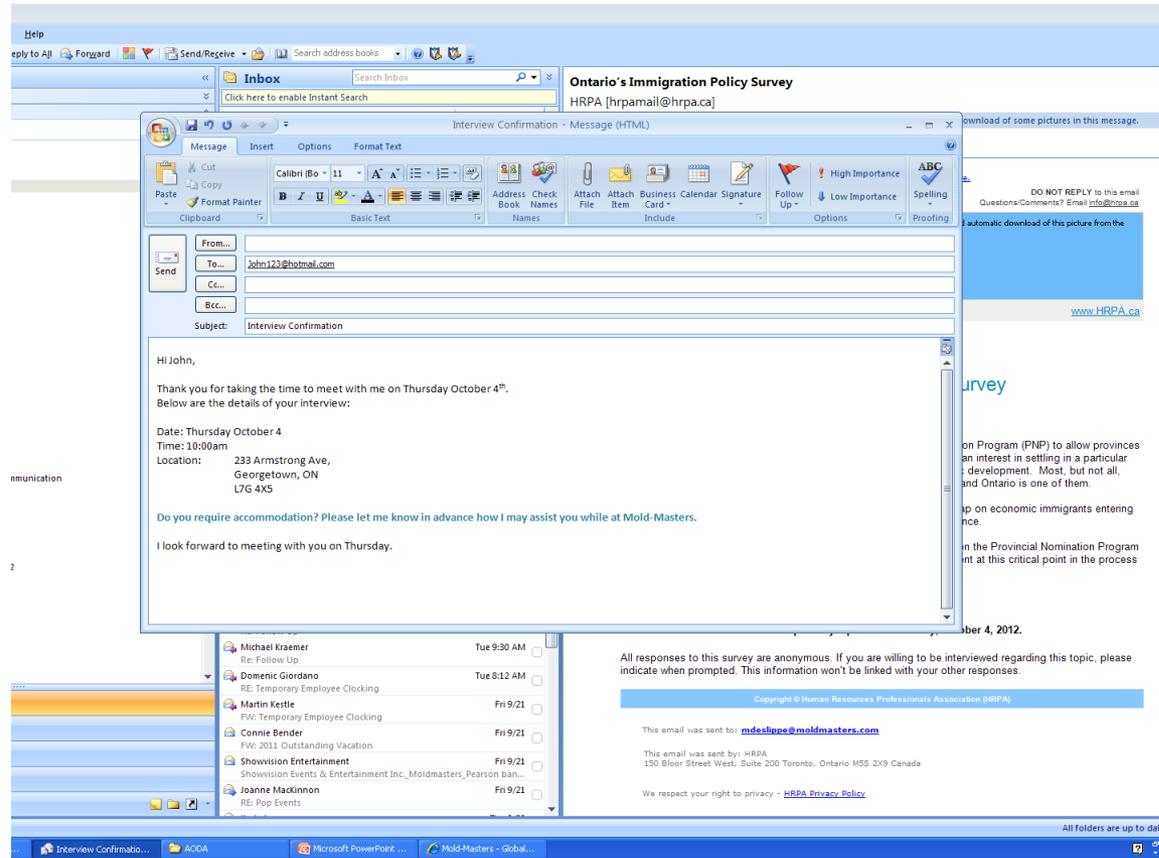
## Devices

- Wheelchair, Cane, Prosthetic Limbs
- Hearing Aids, Speech Amplifier
- Service Animal, Magnifier, Braille

# How to Interact with Visitors with Disabilities

- All Milacron Canada Corp. employees who interact with the public are required to inquire as to whether the person may require assistance
  - Ask anyone visiting Milacron Canada Corp. if they require any assistance – you may plan your meeting around the assistance the visitor requires
  - Include in any correspondence with the person the question “May I assist you?”





**When sending correspondence with guests, include a statement, asking if they require assistance.**



# If the visitor requires assistance..

- Physical Assistance (wheelchair etc.)
  - Arrange for the person to meet at a door with a wheelchair accessible entrance
  - Schedule a room on the main floor of the building
  - Do not touch or lean on the device – it is their personal space
  - Ensure the person is aware of the closest accessible exit, in case of emergency
  - Physical impairment may also include problems including arthritis, heart conditions etc.





# If the visitor requires assistance...

- **Mental Health/ Disability**
  - 1 in 5 Canadians are likely to experience a diagnosable mental health illness in their lifetime
  - There is currently a stigma and lack of understanding associated with mental illness
  - The visitor may be experiencing anxiety, tension and/or stress. Various behaviours may be associated with these disabilities, at all ends of the spectrum – e.g. quiet and reserved to aggressive and argumentative



# If the visitor requires assistance..



- Visual Impairment
  - Not all people who are “blind” cannot see
  - 9 out of 10 people who attend the Canadian National Institute for the Blind have some vision
  - Over 3 Million people have difficulties reading text
  - Visually impaired people may use a support device, including a magnifying glass or magnifying screen to allow them to enlarge font
  - Bring a computer to the meeting – this will allow you to write conversation in large font



# If the visitor requires assistance..



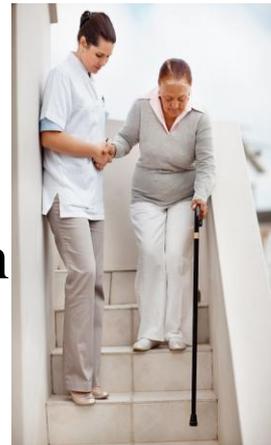
- Visual Assistance – Service Animals
  - Allow the person to have their support with them during the visit, e.g. Service animal, support worker
  - Do not touch the support animal – the animal is working and must follow direction of their owner
  - Animals may also support people who have Seizures and Autism, not just visual impairment
  - Ensure your visitor always has an Milacron Canada Corp. representative with them, in case of an emergency



# If the visitor requires assistance..

- Support Persons

- Many people with disabilities may choose to have a Support person (visual, physical etc.)
- The support person may be a friend, volunteer, or personal support worker
- Support Persons must be allowed to accompany the visitor to any part of the company which is open to the public, or third party
- You may ask the visitor if they would like the support person to leave the room, before discussing confidential information



# If the visitor requires assistance..

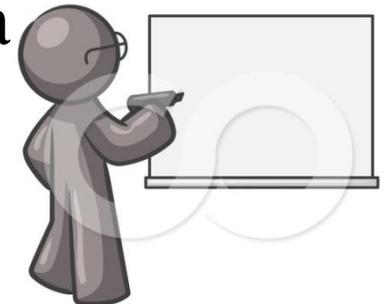
- Hearing Loss Assistance
  - Bring a pen & paper to the meeting to allow for clarification when needed
  - Utilize TTY Devices (Teletypewriter – a telephone which allows for typing)
  - Hold the meeting in a well lit area, where the customer is able to see your face, and read your lips





# If the visitor requires assistance..

- Speech/Language Impairment
  - Your visitor may have a speech impairment
  - This may be in the form of stuttering, or may be a result of illness such as Cerebral Palsy
  - If your guest has a speech impairment, use a communication board, or ask questions that require a short answer (yes or no)





# If the visitor requires assistance..

- Learning Disabilities
  - Effects people of all backgrounds
  - Is not caused by a lack of motivation
  - Includes Dyslexia, problems with writing
  - Is not visible – many people are effected by learning disabilities, but may not disclose them to you.
  - If you notice someone is struggling, speak slower, makes notes of important discussion points, so they may take a copy with them



# If the visitor requires assistance..

- Ask the visitor “May I help you?”, the visitor will know if they require your assistance, and will advise how you may assist them
- Do not make assumptions regarding a person’s needs – the visitor is not required to inform you about their disability
- Exercise patience



# Going Forward



- By 2025, Milacron Canada Corp. will be required to be fully compliant with the AODA, based upon the timelines and requirements outlined in the legislation.
- These requirements may mean structural changes to the facility, as well as additional training for employees.





# Questions???

- Please sign the AODA Policy and Attendance Sheet
- Thank you for taking the time to attend this training session. Together, we can make Milacron Canada Corp. an environment that is free of barriers and inclusive for everyone.

