

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan

Next Review Date: January 1, 2019

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Policy reviewed by the Joint Health and Safety Committee and approved by the Board of Director; will be posted on the website thereafter.	Completed	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall, <ul style="list-style-type: none"> a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years. 	<p>Representative of Milton Hydro attended a workshop and developed work plan</p> <p>Focus group will meet including a meeting with management team to identify barriers</p> <p>Posted Multi Year Plan on the website</p> <p>Policy and Work Plan will be reviewed and updated at least every 5 years, and no later than January 1, 2019.</p>	Ongoing	<p>January 1, 2014</p> <p>Next review: January 1, 2019 or as necessary</p>

6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Milton Hydro does not operate "kiosks" at this time.	Completed	January 1, 2014
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	<p>All existing and new staff/board are in process of being trained.</p> <p>Online training is taking place for management and staff. Training encompasses the integrated standards and needs to address disabilities under the Human Rights Code. Training is appropriate to job duties based on scope. Management trained at a higher level of scope specifically on accommodation.</p> <p>New staff and board will be trained using online training or workbooks.</p> <p>Objective is to have training completed by Q4 2014</p>	Will be completed by end of 2014	January 1, 2015

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Will identify forms of feedback processes across the organization and externally. Will review with Joint Health and Safety committee or form an internal committee. Will identify and implement required changes or options to provide accessible formats and/or communications supports choices, such as hard copies in various fonts, etc. Will communicate to staff who administer the feedback.	Milton Hydro will be compliant in 2015	January 1, 2015
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Will determine what accessible formats and communication support may be needed. Upon request, all forms of communication need to be accessible. Will offer alternate formats on request (verbal and online/hardcopy) at discretion of the organization	Milton Hydro will be compliant by 2016	January 1, 2016
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Will communicate to staff and management on how to handle these requests. Each Department receiving a request shall consult directly with the person making the request.	Ongoing	January 1, 2016

12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Will post on website and on a sign at the front desk and possibly include either on bill or rate card, that communication is available in alternate formats upon request	Ongoing	January 1, 2016
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13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Milton Hydro does not currently make such information available to the public.	Completed	January 1, 2012
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>WCAG - Worldwide Consortium of Accessibility Guidelines In 2015, Milton Hydro will be redesigning its website – the new website will conform with WCAG 2.0 Level A.</p> <p>The redesign is expected to be completed by Q3 2015.</p>	<p>January 1, 2014 IT Department to ensure accessible website by Q3 2015. Effective upon completion of the redesign, Milton Hydro will ensure that all new internet website content will conform to WCAG 2.0 Level A.</p> <p>January 1, 2021 Milton Hydro will be compliant by 2021.</p>	<p>January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre-recorded).

PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Will identify options of notifying employees and public. Will review adding “We are an equal opportunity employer” in all recruitment communications and “only those selected for an interview will be contacted” to all job postings.	Milton Hydro will be compliant by 2016.	January 1, 2016
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	Will develop a recruitment process that meets AODA requirements and train appropriate levels of employees involved in the recruitment process including: <ul style="list-style-type: none"> - Offering accommodation to all candidates. - Distribution of the policy - Notification to all new hires of accommodation policy 	Milton Hydro will be compliant by 2016.	January 1, 2016
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Will develop a process in the job offer process. Examples include putting in every job offer and/or including in orientation process an offer to accommodate.	Milton Hydro will be compliant by 2016.	January 1, 2016
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to	Will inform all employees of accommodation policy via email and hard copy for insertion in Employee Handbook.	Milton Hydro will be compliant by 2016.	January 1, 2016

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25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	New employees will be provided this information within first six month of commencement of employment	Milton Hydro will be compliant by 2016.	January 1, 2016
25		25.(3)Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	See 25 (1)	See 25 (1)	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	Will provide or arrange to provide accessible formats and communication supports in consultation with an employee with a disability who requests it.	Milton Hydro will be compliant by 2016	January 1, 2016
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Will review and if required update policies, including the Orientation Policy, to include the need to consult, and communicate any updated policies to employees.	Milton Hydro will be compliant by 2016.	January 1, 2016

27	Workplace Emergency Response Information	27.(1) Every employer shall 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.	When made aware of a disability, an individual plan will be developed that considers emergency situations. Will communicate if anyone needs assistance during an emergency, to contact their supervisor. All information will be kept confidential.	Completed.	January 1, 2012
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Individual plans will be developed and communicated to the persons designated to provide assistance.	Completed	January 1, 2012
27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	See 27(1) and 27(2)	Completed	January 1, 2012
27		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Individual workplace emergency response information reviewed as per 27(4)	Completed	January 1, 2012

28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Will review/update current plan/process. If necessary, updates will be communicated to employees.	Milton Hydro will be compliant by January 1, 2016	January 1, 2016
28		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 	See 28(1)	Milton Hydro will be compliant by January 1, 2016	January 1, 2016

		<p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	Will review Sample Accommodation Process template. See section 28(1)	Milton Hydro will be compliant by January 1, 2016	January 1, 2016

29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	Will review Sample Accommodation Process template. See section 28(1)	Milton Hydro will be compliant by January 1, 2016	January 1, 2016
29		<p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	Will review Sample Accommodation Process template. See section 28(1)	Milton Hydro will be compliant by January 1, 2016	January 1, 2016
30	Performance Management	<p>30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	Will review current process and incorporate accessibility in the performance evaluation process taking into account their disabilities.	Milton Hydro will be compliant by January 1, 2016	January 1, 2016
31	Career Development & Advancement	<p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	Will review current process and training required for management to ensure that employees with disabilities are not kept back.	Milton Hydro will be compliant by January 1, 2016	January 1, 2016

32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Will review and updated related policies and processes.	Milton Hydro will be compliant by January 1, 2016	January 1, 2016
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