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|  | <b>Standards and Procedures</b>           | Approved by: Management         |
|   |   | Approved date: December 5, 2014 |
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|   | <b>Policy</b>                             | Revision: 1                     |

## INTEGRATED ACCESSIBILITY STANDARDS POLICY

### (Includes General Requirements, Information and Communication Standard and Employment Standard)

The following policy has been established by Milton Hydro to govern the provision of services in accordance with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Milton Hydro and all subsidiary companies (hereafter referred to as Milton Hydro) is governed by this policy as well as the Accessibility Standards for Customer Service Policy, FAC-17, and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

#### 1.0 COMMITMENT

Milton Hydro is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

This policy will be implemented in accordance with the time frames established by the Regulation. See Multi Year Accessibility Plan for details, Appendix 1.

#### 2.0 MULTI YEAR ACCESSIBILITY PLAN (APPENDIX 1)

Milton Hydro will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, Milton Hydro will provide a copy of the Accessibility Plan in an accessible format.

#### 3.0 OUT OF OFFICE OR SELF-SERVE KIOSKS

Milton Hydro will have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

#### 4.0 TRAINING EMPLOYEES AND VOLUNTEERS

Milton Hydro will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- 1.0 all its employees and volunteers;
- 2.0 all persons who participate in developing Milton Hydro's policies; and,
- 3.0 all other persons who provide goods, services or facilities on behalf of the company.

The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable, and normally within their probationary period.

Milton Hydro will keep a record of the training it provides.

## **5.0 INFORMATION AND COMMUNICATIONS STANDARDS**

### **5.1 Feedback**

Milton Hydro will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

### **5.2 Accessible Formats and Communication Supports**

Upon request, Milton Hydro will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Milton Hydro will consult with the person making the request in determining the suitability of an accessible format or communication support.

Milton Hydro will also notify the public about the availability of accessible formats and communication supports.

### **5.3 Accessible Websites and Web Content**

Milton Hydro will work towards having the company's websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

## **6.0 EMPLOYMENT STANDARDS**

### **6.1 Recruitment**

Milton Hydro will notify its employees and the public about the availability of accommodation for applicants with disabilities to support their participation in its recruitment process.

### **6.2 Recruitment, Assessment or Selection Process**

Milton Hydro will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the recruitment, assessment and selection process.

If a selected applicant requests an accommodation in the process, Milton Hydro will 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.

### **6.3 Notice to Successful Applicants**

When making offers of employment, Milton Hydro will notify the successful applicant of its policies for accommodating employees with disabilities.

### **6.4 Informing Employees of Supports**

Milton Hydro will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

### **6.5 Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, Milton Hydro will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Milton Hydro will consult with the employee making the request.

### **6.6 Workplace Emergency Response Information**

Milton Hydro 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 if Milton Hydro is aware of the need for accommodation due to the employee's disability. Milton Hydro will provide this information as soon as practicable after becoming aware of the need for accommodation.

An employee who requires individualized workplace emergency response assistance due to a disability will inform his or her Supervisor and the Manager of Loss Prevention and Environmental Compliance, and together they will document the individualized workplace emergency assistance required on Milton Hydro's "Individual Employee Emergency Assistance Information" form (Appendix 2) and "Identification of Potential Barriers during an Emergency Response" form (Appendix 3). Such forms will be revised as required to accommodate individual needs. With the employee's consent, Milton Hydro will provide a copy of the completed form to the person(s) designated by Milton Hydro to provide assistance to the employee during an emergency. The completed form will be kept in the employee's Human Resources file.

The employee is responsible for initiating any updates to the document that may be required due to changes in 1) accommodation needs or plans, 2) work location, 3) any other changes which would impact the employee's emergency assistance plan.

### **6.7 Documented Individual Accommodation Plans**

Milton Hydro will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **6.8 Return to Work Process**

Milton Hydro maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Milton Hydro will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

## **6.9 Performance Management, Career Development and Advancement & Redeployment**

Milton Hydro will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

## **7.0 QUESTIONS ABOUT THIS POLICY**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, please contact us.

### **7.1 All External Inquiries:**

**Customer related inquiries or any other non-employment related external inquiry** may be made by:

- calling (905) 876-4611;
- faxing at (905) 876-2044; – Attention: Customer Service – AODA ;
- emailing the inquiry to [customerservice@miltonhydro.com](mailto:customerservice@miltonhydro.com) Attention: Customer Service - AODA;
- mailing the inquiry to Milton Hydro, 8069 Lawson Rd. Milton, ON L9T 5C4 – Attention: Customer Service - AODA.

**External employment related inquiries**, may be made by:

- calling (905) 876-4611;
- faxing at (905) 876-2044;
- emailing the inquiry to [hr@miltonhydro.com](mailto:hr@miltonhydro.com) – Attention: Human Resources – AODA;
- mailing the inquiry to Milton Hydro, 8069 Lawson Rd. Milton, ON L9T 5C4 – Attention: Human Resources – AODA.

In the event an external question or concern is not resolved, a letter should be sent to: Milton Hydro, 8069 Lawson Rd. Milton, ON L9T 5C4, Attention: Vice-President of Finance – AODA.

### **7.2 All Internal Employment Related Inquiries:**

Internal employment related inquiries or concerns may be directed to the employee's supervisor, or other normal contact.

## 8.0 REFERENCES AND RELATED DOCUMENTS

- Ontarians with Disabilities Act, 2001
- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Regulation 191/11, Integrated Accessibility Standards
- Ontario Regulation 429/07 - Accessibility Standards for Customer Service
- Ontario Human Rights Code
- Town of Milton Annual Accessibility Plan, 2009
- Ontario regulation 31/05 under the Food Safety and Quality Act, 2001
- Ontario Regulation 562 under the Health Protection and Promotion Act
- Town of Milton Animal Control By-law No. 137-2008
- Dog Owner's Liability Act
- Other Accessibility Standards as approved into Regulation

.Reg. 429/07: 3. (2) The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles: 1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.

<sup>1</sup> O.Reg. 429/07: 3. (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.

<sup>1</sup> O.Reg. 429/07: 3. (2) 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

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<sup>1</sup> O.Reg. 429/07: 3. (2) 2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

<sup>1</sup> O.Reg. 429/07: 3. (4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.

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<sup>1</sup> Taken Directly from the Legislation

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<sup>1</sup> O.Reg. 429/07: 4. (4) If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises

<sup>1</sup> O.Reg. 429/07: 4. (5) The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

<sup>1</sup> O.Reg. 429/07: 4. (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

<sup>1</sup> O.Reg. 429/07: 4. (3) If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

<sup>1</sup> O.Reg. 429/07: 5. (1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.

<sup>1</sup> O.Reg. 429/07: 5. (2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

<sup>1</sup> O.Reg. 429/07: 5. (3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

<sup>1</sup> O.Reg. 429/07: 6. (1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities: 1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise. 2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

<sup>1</sup> O.Reg. 429/07: 6. (2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters: 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

<sup>1</sup> O.Reg. 429/07: 6. (3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties

<sup>1</sup> O.Reg. 429/07: 6. (4) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

<sup>1</sup> O.Reg. 429/07: 6. (6) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

<sup>1</sup> O.Reg. 429/07: 7. (1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public

<sup>1</sup> O.Reg. 429/07: 7. (2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise

<sup>1</sup> O.Reg. 429/07: 7. (3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received

<sup>1</sup> O.Reg. 429/07. This section meets several requirements. 3. (5), 4. (7), 5. (4), 6. (5), 7. (4), 9. (1)