



ACCESSIBILITY PLAN -- INTEGRATED ACCESSIBILITY STANDARDS MULTI-YEAR PLAN

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status
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.	Ongoing
4	Accessibility Plans	4.(1) Large organizations shall, 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.	Plan has been developed and reviewed/updated as required. Updated Plan has been posted on Milton Hydro Website and provided in accessible format upon request.	Completed (December 2023) Ongoing: Next review targeted for: December 2026 or as necessary
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.	Ongoing (if/as kiosks procured)
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.	All existing and new staff/Board are or will be trained, as applicable. Training encompasses the integrated standards and needs to address disabilities under the Human Rights Code. Training is appropriate to job duties based on scope.	Ongoing



PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status
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.	<p>Milton Hydro maintains feedback processes across the organization and externally.</p> <p>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., including after consultation with the individual and as appropriate.</p> <p>Will communicate to staff who administer the feedback and implement feedback as required.</p>	Ongoing
12	Accessible Formats & Communication Supports	<p>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,</p> <p>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>Will determine what accessible formats and communication support may be needed in a timely manner upon request. Upon request, all forms of communication need to be accessible.</p> <p>Will offer alternate formats on request (verbal and online/hardcopy) as appropriate, upon request, and in a manner that takes accessibility needs into account at no additional charge.</p>	Ongoing
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
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Will post on website that communication is available in alternate formats upon request.	Ongoing
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. If in future Milton Hydro makes such information public it will ensure that the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request	Ongoing



POLICIES – IASR APPENDIX 1 | MILTON HYDRO

Section	Initiative	Description	Action	Status
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.	WCAG – Worldwide Consortium of Accessibility Guidelines Effective January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre- recorded). 	Ongoing (In 2024, Milton Hydro will be redesigning its website – the new website will conform to the outlined requirements)

PART III – Employment Standards

Section	Initiative	Description	Action	Status
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.	Milton Hydro will advise the public and job candidates, including in job postings as applicable, that accommodation is available.	Ongoing
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 ensure that each recruitment process 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 	Ongoing
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.	Examples include putting in every job offer and/or including in orientation process an offer to accommodate and notification of applicable policies and procedures.	Ongoing
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 disability.	Will inform all employees of accommodation policy via email and online training tool.	Ongoing
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 as soon as practicable following hire.	Ongoing



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Section	Initiative	Description	Action	Status
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)
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.	Ongoing
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 consult with employees making requests for accessible formats or communication supports as required.	Ongoing
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. Plans will be updated as appropriate and as required if circumstances change.	Ongoing
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.	Ongoing
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)	Ongoing
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)	Ongoing



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Section	Initiative	Description	Action	Status
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.	Milton Hydro will update, if and as required, its accommodation processes for employees with disabilities and communicate with employees about the existence of and any amendments to the process.	Ongoing
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. 5. The steps taken to protect the privacy of the employee’s personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability. 	See 28(1)	Ongoing
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <ol style="list-style-type: none"> (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 (b) shall document the process. 	See section 28(1)	Ongoing
29		29.(2) The return-to-work process shall,	See section 28(1)	Ongoing



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Section	Initiative	Description	Action	Status
		(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 (b) use individual documented accommodation plans, as described in section 28, as part of the process.		
29		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.	See section 28(1)	Ongoing
30	Performance Management	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.	Will continue to incorporate accessibility in the performance evaluation process taking into account their disabilities.	Ongoing
31	Career Development & Advancement	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.	Will continue to ensure that employees with disabilities do not face accessibility barriers to career development and advancement and that individual accessibility needs are taken into account.	Ongoing
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 continue to take accessibility needs into account during redeployment.	Ongoing