



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	1 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

This **Multi-Year Accessibility Plan** is developed in accordance with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontario with Disabilities Act, 2005* (AODA). It incorporates the intentions of *FortisOntario* to meet its obligations under the *Ontarians with Disabilities Act, 2001*. The plan describes the measures that the Company will take over the five (5) year period from 2014-2019 to identify, remove and prevent barriers to people with disabilities. The plan will be guided by the *FortisOntario* Integrated Accessibility Standards Policy.

STATEMENT OF COMMITMENT

FortisOntario is committed to treating people in a way that allows them to maintain their dignity and independence. We are commitment to equal opportunity and 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 AODA. In support of this Policy, corresponding procedures and practices will be set out to support the Policy and may be amended from time to time.

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.	Policies prepared and approved In support of the commitment to remove and prevent barriers for persons with disabilities, <i>FortisOntario</i> will continue to review all new legislation, and policies under development to identify and remove barriers.	Completed <input checked="" type="checkbox"/>	January 1, 2014

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy: A-125A

Page: 2 of 15

Issued: January 1, 2014

Revised:

Issue No.: 1.0

4	Accessibility Plans	<p>4.(1)</p> <p>Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five (5) years.</p>	<p>The 2014-2019 Multi-Year Accessibility Plan will be posted on both FortisOntario's internal and external websites:</p> <p>www.fortisontario.com www.cnpower.com www.cornwallelectric.com www.easternontariopower.com www.algomapower.com</p> <p>The Company is committed to reviewing this plan once every five (5) years.</p>	Completed <input checked="" type="checkbox"/>	<p>January 1, 2014</p> <p>(Review/Update) January 1, 2019</p>
7	Training	<p>7.(1)</p> <p>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,</p> <p>a) all employees, and volunteers;</p>	<p>Company will incorporate review of accessibility policies as part of the new hire on-boarding process.</p>	On-going	January 1, 2015

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	3 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

		<p>b) all persons who participate in developing the organization’s policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p>			
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PART II – INFORMATION & COMMUNICATIONS STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	<p>11.(1)</p> <p>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>	Company has an existing document that will be made available.	FortisOntario (HR A-120) <input checked="" type="checkbox"/>	January 1, 2015
12	Accessible Formats & Communication Supports	<p>12.(1)</p> <p>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>	Company will review and respond to all formal requests submitted.	In-Progress	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy: A-125A

Page: 4 of 15

Issued: January 1, 2014

Revised:

Issue No.: 1.0

		<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>Company will work to provide formats that are acceptable to person(s) with a disability.</p>		
12		<p>12.(2)</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>		On-going	January 1, 2016
12		<p>12.(3)</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>		On-going	January 1, 2016
13	Emergency Procedures, Plans or Public Safety Info	<p>13.(1)</p> <p>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</p>		On-going	January 1, 2012

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy: A-125A

Page: 5 of 15

Issued: January 1, 2014

Revised:

Issue No.: 1.0

		an accessible format or with appropriate communication supports, as soon as practicable, upon request.			
14	Accessible Websites & Web Content	<p>14.(2)</p> <p>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>	<p>Current websites adhere to WCAG 2.0 Level A.</p> <p>Company will continue to ensure website content and new consolidated websites are accessible in accordance with World Wide Web Consortium’s web content accessibility guidelines.</p>	Completed <input checked="" type="checkbox"/>	<p>January 1, 2014</p> <p>New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021</p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA.</p>

PART III – EMPLOYMENT STANDARD

Section	Initiative	Description	Action	Status	Compliance Date
20	Scope & Interpretation	<p>20.(1)</p> <p>The standards set out in this Part apply to</p>	The Company will continue to ensure there are no potential barriers in employment policies,	In-Progress	January 1, 2016



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	6 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

		<p>obligated organizations that are employers, and;</p> <p>a) apply in respect of employees; and</p> <p>b) do not apply in respect of volunteers and other non-paid individuals. O. Reg 191/11, s20(1).</p>	<p>processes, practices or tools for people with disabilities.</p>		
22	Recruitment (General)	<p>22.</p> <p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>Applicants are notified on the external websites regarding FortisOntario’s commitment to providing equal opportunities for persons with disabilities in all employment activities, including access to jobs and accommodation during employment.</p>	On-going	January 1, 2016
23	Recruitment, Assessment or Selection Process	<p>23.(1)</p> <p>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.</p>	<p>The Company will notify the public that accommodations are available upon request and provide accommodations to applicants during the entire hiring process.</p>	On-going	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy: A-125A

Page: 7 of 15

Issued: January 1, 2014

Revised:

Issue No.: 1.0

		<p>23.(2).</p> <p>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.</p>	<p>Selected individuals are notified of accommodation, support and accessibility during recruitment process.</p> <p>Internal and External Job ads will be reviewed to ensure there are no arbitrary barriers.</p>		
24	Notice to Successful Applicants	<p>24.</p> <p>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>Company will notify successful applicants of our accessibility policies when making offers of employment.</p>	In-Progress	January 1, 2016
25	Informing Employees of Supports	<p>25.(1)</p> <p>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.</p>	<p>Policies are made available to all employees on our Company's intranet/internet websites.</p> <ul style="list-style-type: none"> - Multi-Year Plan - Integrated Accessibility Standards Policy 	On-going	January 1, 2016
25		<p>25.(2)</p>	<p>Company will provide new employees with accommodation</p>	In-Progress	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	8 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

		Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	information. Company will review accessibility policies during the on-boarding process.		
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.	Updated information will be communicated as necessary to employees.	On-going	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.	Company is committed, where notified, to ensure a person(s) with a disability has all available resources.	On-going	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy: A-125A

Page: 9 of 15

Issued: January 1, 2014

Revised:

Issue No.: 1.0

26		<p>26.(2)</p> <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>		On-going	January 1, 2016
27	Workplace Emergency Response Information	<p>27.(1)</p> <p>Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the <u>individualized</u> information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p>	When notified the Company will work with the employee(s) to develop an individualized emergency response plan.	On-going	January 1, 2012
27		<p>27.(2)</p> <p>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.</p>		On-going	January 1, 2012

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	10 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

27		<p>27.(3)</p> <p>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.</p>		On-going	January 1, 2012
27		<p>27.(4)</p> <p>Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> (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. 		On-going	January 1, 2012
28	Documented Individual Accommodation Plans	<p>28.(1)</p> <p>Employers, other than employers that are small organizations, shall develop and have</p>	The Company will continue to review its existing accommodation process.	In-Progress	January 1, 2016



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	11 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

		in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Identify elements of AODA requirements that need to be incorporated into existing accommodation process.		
28		<p>28.(2)</p> <p>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, <u>at the employer's expense</u>, 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 		In-Progress	January 1, 2016



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	12 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

		<p>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.</p> <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>			
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Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	13 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

28		<p>28.(3)</p> <p>Individual accommodation plans shall,</p> <ul style="list-style-type: none"> a) if requested, include any information regarding accessible formats and communications supports provided, as described in Section 26; b) if required, include individualized workplace emergency response information, as described in Section 27; and c) identify any other accommodation that is to be provided. 		In-Progress	January 1, 2016
29	Return to Work Process	<p>29.(1)</p> <p>Every employer, other than an employer that is a small organization,</p> <ul 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 	Current Return to Work Policy and Procedures (HR A-107) will be updated to comply with AODA regulation.	On-going	January 1, 2016



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	14 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

		b) shall document the process.			
29		<p>29.(2)</p> <p>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>		On-going	January 1, 2016
29		<p>29.(3)</p> <p>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>		On-going	January 1, 2016
30	Performance Management	<p>30.(1)</p> <p>An employer that uses performance management in respect of its employees</p>	The Company will implement and take into account the accessibility needs of individuals with disabilities, as well as	In-progress	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	15 of 15
Issued:	January 1, 2014
Revised:	
Issue No.:	1.0

		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.	accommodation needs with regard to performance management.		
31	Career Development & Advancement	<p>31.(1)</p> <p>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>	Review existing processes and revise as necessary to incorporate AODA requirements.	In-progress	January 1, 2016
32	Redeployment	<p>32.(1)</p> <p>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.</p>	Review process for possible barriers and revise as necessary to incorporate AODA requirements.	In-progress	January 1, 2016