



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	1 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

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. The Company is committed 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.

FIVE (5) INTEGRATED ACCESSIBILITY STANDARDS

1. Information and Communications
2. Employment
3. Transportation *
4. Design of Public Spaces *
5. Customer Services (July 1, 2016)

*Transportation & Design of Public Spaces do not apply to FortisOntario.

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	2 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

PART I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	<p>3.(1)</p> <p>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.</p>	<p>Policies prepared and approved</p> <p>In support of the commitment to remove and prevent barriers for persons with disabilities, FortisOntario will continue to review all new legislation, and policies under development to identify and remove barriers.</p>	Completed <input checked="" type="checkbox"/>	January 1, 2014
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>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>	Completed <input checked="" type="checkbox"/>	January 1, 2014

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	3 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<ul style="list-style-type: none"> 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 (5) years. 	The Company is committed to reviewing this plan once every five (5) years.		(Review/Update) January 1, 2019
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> <ul style="list-style-type: none"> 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>Company will incorporate review of accessibility policies as part of the new hire on-boarding process.</p> <p>Developed a new Orientation Presentation on Accessibility for on-boarding New Employees.</p>	On-going <input checked="" type="checkbox"/>	January 1, 2015



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	4 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

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>	<p>Company has an existing document that will be made available.</p> <p>An Accessibility Feedback Form was developed and is available on the Internet. If another method of feedback is required we will review each request.</p>	<p>FortisOntario (HR A-120) <input checked="" type="checkbox"/></p>	<p>January 1, 2015</p>
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</p>	<p>Company will review and respond to all formal requests submitted.</p>	<p>On-going</p>	<p>January 1, 2016</p>

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	5 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<p>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>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>	<p>Each request received will be consulted with the individual to determine the suitability of the accessible format.</p>	<p>On-going</p>	<p>January 1, 2016</p>
12		<p>12.(3)</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>		<p>On-going</p>	<p>January 1, 2016</p>
13	Emergency Procedures,	<p>13.(1)</p>		<p>Completed <input checked="" type="checkbox"/></p>	<p>January 1, 2012</p>

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	6 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

	Plans or Public Safety Info	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.	We do not currently make our emergency plans available to the public.		
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>	On-going <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>



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	7 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

PART III – EMPLOYMENT STANDARD

Section	Initiative	Description	Action	Status	Compliance Date
20	Scope & Interpretation	<p>20.(1) The standards set out in this Part apply to 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>	The Company will continue to ensure there are no potential barriers in employment policies, processes, practices or tools for people with disabilities.	On-going	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	8 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

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>	<p>On-going</p> <p>Job advertisements have outlined our commitment to Accessibility and as an equal opportunity employer.</p>	<p>January 1, 2016</p>
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</p> <p>in relation to the materials or processes to be used.</p> <p>23.(2).</p> <p>If a selected applicant requests an accommodation, the employer shall consult</p>	<p>The Company will notify the public that accommodations are available upon request and provide accommodations to applicants during the recruitment process.</p> <p>Company continues to ensure there are no arbitrary discriminatory phrases in ads.</p> <p>Internal and External Job ads will be continued to be reviewed to</p>	<p>On-going</p>	<p>January 1, 2016</p>

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	9 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		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.	ensure there are no arbitrary barriers in language.		
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> <p>Offer letters contain verbiage that reference how to access our Accessibility Policies.</p>	On-going	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 	Completed <input checked="" type="checkbox"/>	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	10 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

25		<p>25.(2)</p> <p>Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>Company will provide new employees with accommodation information.</p> <p>Company will review Accessibility Policies during the on-boarding process.</p>	On-going	January 1, 2016
25		<p>25.(3)</p> <p>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.</p>	<p>Updated information will be communicated as necessary to employees or when updated.</p>	On-going	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	<p>26.(1)</p> <p>In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult</p>	<p>Company is committed, where notified or upon request, to ensure a person(s) with a disability has all available resources.</p>	On-going	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	11 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<p>with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>			
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>	<p>Will consult with employee(s) to determine a suitable format or communication support.</p>	<p>On-going</p>	<p>January 1, 2016</p>
27	<p>Workplace Emergency Response Information</p>	<p>27.(1)</p> <p>Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the</p>	<p>When notified the Company will work with the employee(s) to develop an individualized emergency response plan.</p>	<p>On-going</p>	<p>January 1, 2012</p>

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	12 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		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.			
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>	Emergency Response information will be provided to the person(s) designated to provide assistance, with the employee's prior consent.	On-going	January 1, 2012
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>	Individual Response Information will be provide in a timely fashion, from the time the Company is made aware of the disability.	On-going	January 1, 2012
27		<p>27.(4)</p>	Individual Emergency Plans will be reviewed as required.	On-going	January 1, 2012

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	13 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<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. 			
28	Documented Individual Accommodation Plans	<p>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.</p>	<p>The Company will continue to review its existing accommodation process.</p> <p>Identify elements of AODA requirements that need to be incorporated into existing accommodation process.</p>	On-going	January 1, 2016



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	14 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

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 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 			January 1, 2016
----	--	---	--	--	-----------------



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	15 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<p>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>			
28		<p>28.(3) Individual accommodation plans shall,</p> <p>a) if requested, include any information regarding accessible formats and communications supports provided, as described in Section 26;</p>		On-going	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	16 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<p>b) if required, include individualized workplace emergency response information, as described in Section 27; and</p> <p>c) identify any other accommodation that is to be provided.</p>			
29	Return to Work Process	<p>29.(1)</p> <p>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>	Current Return to Work Policy and Procedures (HR A-107) will be updated, where required, to comply with AODA regulation.	On-going	January 1, 2016
29		<p>29.(2)</p> <p>The return to work process shall,</p>		On-going	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	17 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<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>			
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 shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when</p>	The Company will implement and take into account the accessibility needs of individuals with disabilities, as well as accommodation needs with regards to performance management.	On-going	January 1, 2016

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	18 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		using its performance management process in respect of employees with disabilities.			
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.	On-going	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>	Company will review and update related policies and procedures.	On-going	January 1, 2016

PART IV.I - DESIGN OF PUBLIC SPACES

(Seven (7) Areas Covered under this Standard)

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	19 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

Section	Initiative	Description	Action	Status	Compliance Date
80.6 to 80.15	Trails	<p>80.(6)</p> <p>This Part applies to newly constructed and redeveloped recreational trails that an obligated organization intends to maintain, but does not apply to the following types of recreational trails:</p> <ol style="list-style-type: none"> 1. Trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles. 2. Wilderness trails, backcountry trails and portage routes. O. Reg. 413/12, s. 6. 		This section does not apply to FortisOntario as we have no Recreational Trails.	January 1, 2017
	Beach Access Routes	<p>80.(7)</p> <p>This Part applies to newly constructed and redeveloped beach access routes that an obligated organization intends to maintain, including permanent and temporary routes</p>		This section does not apply to FortisOntario as we have no Beaches.	January 1, 2017

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	20 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		and temporary routes that are established through the use of manufactured goods, which can be removed for the winter months. O. Reg. 413/12, s. 6.			
80.16 to 80.17	Outdoor Public Use Eating Areas	<p>80.16.(1)</p> <p>The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.</p> <p>80.16.(2)</p> <p>The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds and on</p>		This section does not apply to FortisOntario as we have no Outdoor Public Use Eating Areas.	January 1, 2017

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	21 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		university campuses and are specifically intended for use by the public as a place to consume food. O. Reg. 413/12, s. 6.			
80.18 to 80.20	Outdoor Play Spaces	<p>80.18.(1)</p> <p>This Part applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.</p> <p>80.18.(2)</p> <p>The outdoor play spaces to which subsection (1) applies consist of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers. O. Reg. 413/12, s. 6</p>		This section does not apply to FortisOntario as we have no Outdoor Play Spaces.	January 1, 2017
	Exterior Paths of Travel	80.21.(1)		This section does not apply to FortisOntario as	January 1, 2017

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	22 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

80.21 to 80.31		<p>This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.</p> <p>80.21.(2)</p> <p>This Part does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the <i>Building Code Act, 1992</i>. O. Reg. 413/12, s. 6.</p>		we have no Exterior Paths of Travel.	
80.32 to 80.39	Off-Street Parking	<p>80.32</p> <p>Obligated organizations shall ensure that when constructing new or redeveloping off-</p>		This section does not apply to FortisOntario as we have no Off-Street Parking.	January 1, 2017



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	23 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.			
	Service Counters	<p>80.41.(1)</p> <p>When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> 1. There must be at a minimum one (1) service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters. 2. Each service counter must accommodate a mobility aid, where 	FortisOntario has no Service Counters. However, any newly acquired utilities will be assessed on a case-by-case basis should any resign, redevelopment or newly constructed service counters be contemplated.	This section does not apply to FortisOntario as we have no Service Counters.	January 1, 2017



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	24 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<p>a single queuing line serves a single or multiple counters. O. Reg. 413/12, s. 6.</p> <p>80.41.(2)</p> <p>The service counter that accommodates mobility aids must meet the following requirements:</p> <ol style="list-style-type: none"> 1. The countertop height must be such that it is usable by a person seated in a mobility aid. 2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required. 3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid. <p>O. Reg. 413/12, s. 6.</p>			
		80.42			January 1 ,2107



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	25 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

	<p>Fixed Queuing Guides</p>	<p>When constructing new fixed queuing guides, the following requirements must be met:</p> <ol style="list-style-type: none"> 1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices. 2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction. 3. The fixed queuing guides must be cane detectable. O. Reg. 413/12, s. 6. 	<p>FortisOntario has no Fixing Queuing. However, any newly acquired utilities will be assessed on a case-by-case basis should any resign, redevelopment or newly constructed service counters be contemplated.</p>	<p>This section does not apply to FortisOntario as we have no Queuing Guides.</p>	
--	------------------------------------	--	--	---	--



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	26 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

	<p>Waiting Areas</p>	<p>80.43.(1)</p> <p>When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three (3) percent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. O. Reg. 413/12, s. 6.</p> <p>80.43.(2)</p> <p>For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait. O. Reg. 413/12, s. 6.</p>	<p>FortisOntario has no Waiting Areas. However, any newly acquired utilities will be assessed on a case-by-case basis should any resign, redevelopment or newly constructed service counters be contemplated.</p>	<p>This section does not apply to FortisOntario as we have no Waiting Areas.</p>	<p>January 1, 2017</p>
--	-----------------------------	---	---	--	-------------------------------



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	27 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

	<p>Maintenance of Accessible Elements</p>	<p>80.44</p> <p>In addition to the accessibility plan requirements set out in Section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. <p>O. Reg. 413/12, s. 6</p>	<p>FortisOntario has no elements covered by a public space requirements.</p>	<p>This section does not apply.</p>	<p>January 1, 2017</p>
--	--	--	--	-------------------------------------	-------------------------------

HUMAN RESOURCES POLICIES AND PROCEDURES



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	28 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

PART IV.2 - CUSTOMER SERVICE STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
80	General	<p>80.45</p> <p>The standards set out in this Part apply to obligated organizations that are providers of goods, services or facilities. O. Reg. 165/16, s. 16</p>	Company has an existing document that will be made available.	FortisOntario (HR A-120) <input checked="" type="checkbox"/>	January 1, 2012
	Policies	<p>80.46</p> <p>In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.</p>			
	Service Animals	<p>80.47</p> <p>This section applies if goods, services or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if</p>			



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	29 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		the public or third parties have access to the premises.			
	Notice of Temporary Disruptions	<p>80.48</p> <p>If, in order to obtain, use or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p>			
	Training For Staff	<p>80.49</p> <p>In addition to the requirements in Section 7, every provider shall ensure that the following persons receive training about the provision of the provider’s goods, services or facilities, as the case may be, to persons with disabilities:</p>			



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	30 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

		<ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider’s policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. 			
	Feedback Process	<p>80.50</p> <p>Every provider shall establish a process for receiving and responding to,</p> <ol style="list-style-type: none"> a. Feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and b. Feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). O. Reg. 165/16, s. 16. 			



Multi-Year Accessibility Plan

HR Policy:	A-125A
Page:	31 of 30
Issued:	January 1, 2014
Revised:	March 30, 2017
Issue No.:	2.0

	Formats of Documents	<p>80.51</p> <ol style="list-style-type: none"> 1. If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, <ol style="list-style-type: none"> 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. 2. The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. 			