

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan

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 signed and posted on website January 2014.	Complete	January 1, 2014
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.	Multi-Year Plan reviewed and posted on website January 2013 Policy and Multi-Year Plan will be reviewed and updated at least every five (5) years, and no later than January 1 st , 2019.	Complete Policy and Multi-Year Plan to be reviewed at least every five years, and no later than January 1 st , 2019.	January 1, 2014 Next review date January 1 st , 2019
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.	Halton Hills Hydro Inc. does not operate "kiosks" at this time.		January 1, 2014
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the	Identify how many training levels and sessions are	Training is part of HR Orientation as well as an annual	On-Going training

		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.	required for employees. Identify what other existing persons require training. Ensure all training is completed by January 1 st , 2015 and, is ongoing thereafter.	refresher for all staff through Compliance Science.	
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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.	Conduct a review of all feedback processes currently in place. Identify and implement required changes or options to provide accessible formats and/or communications support choice, such as hard copies in various fonts etc. by compliance date.	Compliant. Updated website	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.	Determine what accessible formats and communication support may be required. By January 1 st , 2016, the Corporation will have a list of potential sources of external communication supports that may be required for persons with disabilities who request it.	Complete	January 1, 2016
12		12.(2) The obligated organization shall	Each Department receiving a	Compliant.	January 1, 2016

		consult with the person making the request in determining the suitability of an accessible format or communication support.	request shall consult with the person making the request.		
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Identify what accessible formats and communication supports that could be available. The website and all other forms of communication to the public will include a message about the availability of accessible formats and communication supports upon request.	The corporation's website currently conforms to WCAG 2.0 Level A. Compliant	January 1, 2016
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.	The Company does not currently make such information available to the public.	Complete	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.	Ensure internet websites, existing and new, meet requirements by compliance deadlines.	The organization's website currently conforms to WCAG 2.0 Level A. Effective January 1 st , 2014 HHCEC will ensure that all new internet websites and all new content will	January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.

				conform to WCAG 2.0 Level A. Will be compliant by 2021.	
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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.	We are an equal opportunity employer. All Job Postings inform candidates of the availability of accommodation.	Compliant	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.	Compliant.	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.	“We are an equal opportunity employer” is on all job postings.	Compliant	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	Will review and, if required update policies, including the orientation process, and communicate any updates to all employees.	Compliant. AODA Policy in Compliance Science.	January 1, 2016

		employee's accessibility needs due to disability.			
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Will review and if required update policies, including the Orientation Policy and related process and communicate any updates to all employees.	Compliant.	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) above	Compliant. Compliance Science.	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.	Compliant.	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.	Complete	January 1, 2016
27	Workplace Emergency Response	27.(1) Every employer shall provide individualized workplace emergency response information to employees who	When made aware of a disability, an individual plan will be developed that	Complete	January 1, 2012

	Information	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.	considers various emergency situations, such as fire alarms etc.		
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 communicated to the person(s) designated to provide assistance.	Complete	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 Section 27(1) and 27(2)	Complete	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.	HHCEC will review the individual plan as per regulation 27(4)	Complete	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 current process to ensure it meets AODA requirements.	Currently, policies relating to Return to Work after a work or non-work related injury require	January 1, 2016

				documented plans.	
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 	See Section 28(1)	See Section 28(1)	January 1, 2016

		<p>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>	See Section 28(1)	See Section 28(1)	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>	See Section 28(1)	See Section 28(1)	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>	See Section 28(1)	See Section 28(1)	January 1, 2016
30	Performance	30.(1) An employer that uses performance	Will assess Performance	Complete.	January 1, 2016

	Management	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.	Management processes and related documents for accessibility purposes.		
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 assess career development and advancement processes and related documents	Complete	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 update related policies and processes.		January 1, 2016