

**Multi-Year Plan 2020-2025 - Brantford Power Integrated Accessibility Standards - Appendix 1**

Standard	Requirement	Status
Customer Service Standard	<p><b>Customer Service Standard</b>                      Brantford Power is compliant with the requirements under the Customer Service Standard. Brantford Power has policies and procedures in place related to the following, as they relate to the provision of service to persons with disabilities:</p> <ul style="list-style-type: none"> <li>• Use of assistive devices;</li> <li>• Communication;</li> <li>• Service animals;</li> <li>• Support persons;</li> <li>• Notice of service disruptions;</li> <li>• Training for employees and other staff on Ontario’s accessibility laws, on the Human Rights Code as it relates to people with disabilities, and on its own policies and plans.</li> <li>• Feedback processes.</li> </ul> <p>The applicable policies and other documents are available on the Brantford Power website at <a href="http://brantfordpower.com">brantfordpower.com</a> and all policies and procedures related to the provision of services to persons with disabilities are available upon request.</p>	Compliant
Employment Standard	<p><b>Workplace Emergency Response Information</b>                      Brantford Power will provide its employees with workplace emergency response information in an accessible format on request.</p>	Compliant
Information and Communication Standard	<p><b>Public Emergency Plans and Public Safety Information</b>                      Brantford Power will provide emergency and public safety information which is made publicly available in an accessible format on request.</p>	Compliant
Integrated Accessibility Standards- General Standards	<p><b>Training</b>                      Brantford Power will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws, on the Human Rights Code as it relates to people with disabilities, and on its own policies and plans. Training will be provided in a way that best suits the duties of the employees, volunteers and other staff members. Brantford Power will take the following steps to ensure employees are provided training:</p> <ul style="list-style-type: none"> <li>• Continue to provide training for new employees and other staff;</li> <li>• Continue to provide training and updates to staff as Brantford Power revises its policies and procedures regarding accessibility for persons with disabilities;</li> <li>• Keep records of training including the dates of training, training content and names of those trained.</li> </ul>	Compliant

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<b>Standard</b>	<b>Requirement</b>	<b>Status</b>
Integrated Accessibility Standards- General Standards	<p><b>Accessibility policies</b> Brantford Power has developed, implemented and maintains policies about what the organization will do to meet the Integrated Accessibility Standards Requirements (IASR) and become more accessible. Brantford Power has included a statement of commitment in its Accessibility Policy.</p>	Compliant
Integrated Accessibility Standards- General Standards	<p><b>Multi-year Accessibility Plan</b> This document represents the accessibility plan that sets out the steps Brantford Power has taken and will take to comply with Ontario’s accessibility laws and prevent and remove accessibility barriers. The plan accompanies Brantford Power’s Accessibility Procedures, which identify the wide range of disabilities and set out ways to prevent and remove barriers to accessibility for customers and employees.</p>	Compliant
Integrated Accessibility Standards- General Standards	<p><b>Follow up</b> Brantford Power will review and update its plan at least every five years. Brantford Power’s Plan and any revisions to it will be made available to the public by posting it on Brantford Power’s website. The Plan will be provided to anyone upon request, and will be provided in an accessible format upon request as well.</p>	Compliant
Integrated Accessibility Standards- General Standards	<p><b>Self-Service Kiosks</b> Should Brantford Power consider the installation of Self-Service Kiosks, Brantford Power will consider what accessibility features can be built into kiosks to best meet the needs of customers.</p>	Not Applicable
Information and Communication Standard	<p><b>Existing Feedback Processes</b> Brantford Power takes the following steps to make sure its existing feedback processes are accessible to people with disabilities upon request.</p> <ul style="list-style-type: none"> <li>• Ensure that accessible feedback channels are clearly stated on the Brantford Power Website;</li> <li>• Brantford Power has implemented specific processes for receiving and responding to feedback related to Accessibility for persons with Disabilities.</li> </ul>	Compliant
Information and Communication Standard	<p><b>Accessible Formats and Communications Supports</b> Brantford Power ensures all publicly available information is made accessible upon request.</p> <ul style="list-style-type: none"> <li>• Document processes for accommodating these requests specific to the potential types of accessibility requests, including projected timelines for the customer to receive the accessible information;</li> <li>• Document the process for responding to an individual making the request if the information is inconvertible.</li> </ul>	Compliant

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Information and Communication Standard	<p><b>Accessible Websites and Web content</b>                      Brantford Power has made its website and web content conform with WCAG 2.0, Level AA as of September 2020.                      On an ongoing basis, new web content posted to the website will be compliant.</p>	Compliant
Design of Public Spaces	<p><b>Design of Public Spaces</b>                      Brantford Power has met the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces:</p> <ul style="list-style-type: none"> <li>• Recreational trails/beach access routes;</li> <li>• Outdoor public eating areas like rest stops or picnic areas;</li> <li>• Outdoor play spaces, like playgrounds in provincial parks and local communities;</li> <li>• Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas, and accessible pedestrian signals;</li> <li>• Accessible off street parking;</li> <li>• Service-related elements like service counters, fixed queuing lines and waiting areas.</li> </ul>	Compliant - (Where applicable)
The Accessibility Standard for Employment	<p><b>Information for employees</b>                      Brantford Power is committed to fair and accessible employment practices.                      Brantford Power will take the following steps to notify the public and staff that, when requested, Brantford Power will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:</p> <ul style="list-style-type: none"> <li>• Continue to post a notice on each job posting that, upon request, accommodations relating to accessibility are available throughout the recruitment and hiring process.</li> <li>• Continue to inform new employees about Brantford Power’s policies for supporting employees with disabilities.</li> <li>• Circulate memos periodically (and post in departments with limited access to email) regarding Brantford Power’s policies for supporting employees with disabilities to existing employees.</li> </ul>	Compliant
The Accessibility Standard for Employment	<p><b>Accessible Formats and Communication Supports for Employees</b>                      When an employee with a disability requests it, Brantford Power 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 which is generally available to other employees</p>	Compliant
The Accessibility Standard for Employment	<p><b>Individual Accommodation Plans and Return to Work Processes</b>                      Brantford Power will take the following steps to review and formalize its processes for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:</p> <ul style="list-style-type: none"> <li>• If a disability, that requires accommodation, presents at a later stage of employment, it remains the employee’s responsibility to advise their Supervisor and Human Resources (Manager – Health and Safety).</li> <li>• An Individual Accommodation Plan will be drafted.</li> </ul>	Compliant

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The Accessibility Standard for Employment	<p><b>Performance Management, Career Development, and Redeployment</b>                      Brantford Power will take the following steps to ensure the accessibility needs of employees are taken into account when and if Brantford Power uses performance management, career development and redeployment processes:</p> <ul style="list-style-type: none"> <li>• Accommodations implemented due to disabilities will be regularly reviewed for ongoing appropriateness through the entire work cycle, including: hiring, performance management, career development and enhancement, redeployment, separation and termination.</li> </ul>	Compliant
N/A	<p><b>Prevent and Remove Barriers</b>                      Brantford Power will additionally take the following steps to prevent and remove other accessibility barriers identified:</p> <ul style="list-style-type: none"> <li>• Training and processes for feedback from the public and from employees will help identify potential barriers to accessibility;</li> <li>• Any identified future or current barriers will be reviewed by the Accessibility Coordinator and appropriately addressed.</li> </ul> <p>A log will be kept of identified barriers and their solutions.</p>	Compliant /Ongoing

For more information, please contact the AODA Contact at:  
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 Accessible formats of this document will be made available upon request.  
**Next Review Date: January 1, 2022**