



city electric supply

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (“AODA”) INTEGRATED ACCESSIBILITY STANDARDS REGULATION (“IASR”) – Multi Year Plan

Part I – GENERAL REQUIREMENTS

Section/ Act	Initiative	Description	Action taken	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 prepared, to enable compliance with integrated accessibility standards under AODA.	Completed	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 internal and external website, if any, and provide the plan in an accessible format upon request; c) review and update the accessibility plan at least once every five years.	Post accessibility plan on our internal and external websites. Provide this accessibility plan in an accessible format, upon request. Review and update this accessibility plan at least once every five (5) years in accordance with AODA requirements.	Completed	January 1, 2014
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.	N/A	N/A	January 1, 2014

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.	Trained all employees and persons participating in developing organization policies. Ensure all new employees are trained as part of their orientation with the Company. Ensure that training is updated on an ongoing basis. Keep an ongoing record of the training.	Completed	January 1, 2015
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PART II – Information and Communications Standards

Section/ Act	Initiative	Description	Action taken	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 feedback processes across the organization. Ensure current Feedback Form can be provided in alternate format upon request.	Completed	January 1, 2015

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>Determine accessible formats and review and update upon request in a timely manner.</p> <p>Persons making a request for communication support will be consulted when making changes to accessibility formats.</p> <p>Update websites to reflect accessible formats.</p>	Completed	January 1, 2016
12		<p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	See Section 12.(1)	Completed	January 1, 2016
12		<p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	Notifications to be posted: Internal/External Website	Completed	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.	Review current Health and Safety Emergency procedures on a regular basis and develop individualized emergency plans, where applicable. Emergency procedures, plans and safety information prepared for public use to be made available upon request.	Completed	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.	IT provided with WCAG guidelines; reviewed requirements and timelines for compliance. Website conforms to WCAG 2.0 Level AA Continuous review process of WCAG guidelines for changes and update.	Completed Completed Ongoing	January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A. 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)

PART III – Employment Standard

Section/ Act	Initiative	Description	Action taken	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.	Every internal and external job posting will notify its availability of accommodation for applicants with disabilities. For any requested accommodation, adjustments will be made in consultation with the applicant.	Completed	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.	Every internal and external job posting will notify its availability of accommodation for applicants with disabilities.	Completed	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.	Revise offer letters and employment paperwork accordingly.	Completed	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 employee's accessibility needs due to disability.	All Current and New Employees to be informed of policies supporting employees with disabilities including job accommodations that take into account an employee's accessibility needs due to disability. Post policy on Intranet	Completed	January 1, 2016
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Include with Orientation Training.	Completed	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.	Keep employees up to date on changes to existing policies on job accommodations with respect to disability.	Completed	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.	The employer will provide accessible formats and communications supports as required. When requested job descriptions will be provided with accessible formats. Policies and procedures will be available on the intranet for accessibility in the workplace.	Completed	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.	The company will consult with the requesting employee in determining suitability of an accessible format or communication support.	Completed	January 1, 2016
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.	Review process with health and safety committee, to ensure individualized needs continue to capture and individualized emergency response information is provided, as appropriate.	Completed	January 1, 2012
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.	Review emergency response process on an ongoing basis at regular health and safety meetings. Ensure individualized workplace emergency response information is available in alternative formats and, upon the employee's consent, provided to designated persons.		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.	Disability management process and protocols updated to ensure consistent and timely information is provided based on individual needs.	Completed	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.	Disability management process and protocols updated to ensure plans and emergency response information are kept up to date.	Completed	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.	Develop a protocol for documenting individual accommodation plans for employees with disabilities Determine process for consulting with employees to develop plans, as required, during on-boarding and disability management process Review feasibility of leveraging Workday for ease of access and maintenance of individual plans etc.	Completed	January 1, 2016
28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 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.	Developed suitable work offer which is a contract between manager and employee. Manager and employee work together to list suitable duties to accommodate employee. Employee will be assessed individually by performance review and any accommodations will be decided upon between the manager and the employee.	Completed	January 1, 2016

		<p>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.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</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>	<p>Limited employees (Human Resources) have access to personal information. Employees that have access to personal information are bound by CES confidentiality policy and the Privacy Act. All employees' confidential and personal information is stored in a secure location.</p>		
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization, (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.</p>	<p>Review PHS system to ensure all requirements are met.</p> <p>Review and update current process to ensure return to work process is documented consistently.</p>	Completed	January 1, 2016

29		29. (2) The return to work process shall, (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.	See section 29 (1)	Completed	January 1, 2016
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 29 (1)	Completed	January 1, 2016
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.	Review, assess and, as necessary, include in performance appraisals, and performance management guidelines, accessibility criteria.	Under Review	January 1, 2016
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.	Review, assess and, as necessary, include in career development discussions, tools and templates, accessibility criteria.	Under Review	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.	Review current process, tools and templates for redeployment Develop guidelines to assist leaders when redeploying employees with disabilities.	Under Review	January 1, 2016