

EDPRO Energy Group Inc. Integrated Accessibility Standards Multi-Year Plan 2014-2021

Introduction

In 2005, the Ontario Government enacted the *Accessibility for Ontarians with Disabilities Act* (AODA) which requires that Ontario be an accessible province by 2025.

The subsequent *Customer Service Accessibility Act, Ontario Regulation 429/07* and *Customer Service Standard*, came into force on January 1, 2008. The next three accessibility standards – Information and Communications; Employment; Transportation fall under one regulation, the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR). The Accessibility Standard for the Design of Public Spaces is also part of the Integrated Accessibility Standards Regulation. The requirements defined in the IASR are being phased in over time between 2011 and 2021.

This Multi-Year Accessibility Plan outlines EDPRO Energy Group Inc's. (EDPRO) compliance with the AODA, sets out EDPRO's upcoming obligations pursuant to the AODA, and identifies how EDPRO will meet those obligations.

Statement of Commitment

EDPRO is committed to fulfilling its obligations under the AODA and making its premises and services accessible to all Ontarians.

We will strive at all times to treat all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005) and the Integrated Accessibility Standards Regulation (IASR)

This multi-year accessibility plan outlines the next steps in our efforts to identify and remove barriers for people with disabilities.

For more information

Accessible formats of this document are available upon request from:

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Deadline	Act Section and Description	Action	Responsibility	Status
JAN 1, 2012	Part 2 - Information and Communications Standard			
	(s.13): Emergency Procedures, Plans or Public Safety Information			
	Where provided, make emergency and public safety information accessible upon request <ul style="list-style-type: none"> • Evacuation (this may include information about incidents that threaten life, property, operations or the environment) • Floor plans • Alarm • Emergency plans and procedures provided in an accessible format or with appropriate communication supports, upon request 	<ul style="list-style-type: none"> • Emergency Procedures information distributed to all employees • Signage updates • Key personnel trained • Materials available in accessible formats upon request • Provide individualized workplace emergency response information to employees who have a disability, where necessary 	Health & Safety	Completed <input checked="" type="checkbox"/>
JAN 1, 2014	Part 1 - General Requirements			
	(s.3) - Establishment of Accessibility Policies			
	<ul style="list-style-type: none"> • Develop, implement and maintain policies on how EDPRO achieves or will achieve accessibility • Make the documents publicly available, and provide in an accessible format upon request 	<ul style="list-style-type: none"> • Prepare draft Accessibility Policies <ul style="list-style-type: none"> - Statement of Commitment • Develop strategy to communicate policies • Make publicly available <ul style="list-style-type: none"> - Bulletin board in public place - Intranet • Maintain accessibility policies 	Human Resources	Completed <input checked="" type="checkbox"/>
	(s.4) - Accessibility Plans			
	<ul style="list-style-type: none"> • Create a multi-year plan • Review at least once every 5 years • Post plan on website • Provide plan in an alternate format upon request 	<ul style="list-style-type: none"> • Develop a multi-year accessibility plan to address the requirements to be met between 2014 and 2021 • Make publicly available <ul style="list-style-type: none"> - Website • Available upon request 	Human Resources	Completed <input checked="" type="checkbox"/>
	(s.6) - Self-Service Kiosks			
<ul style="list-style-type: none"> • Defined as interactive electronic terminal, point of sale devices • Incorporate accessibility features for the kiosks 	<ul style="list-style-type: none"> • Consider the needs of people with disabilities when designing, procuring and acquiring self-service kiosks • Possible software enhancement i.e. audio and video files when scoping new enhancements • Ensure that accessibility features will be considered when scoping upgrades or enhancements 	Business Development	Ongoing <input checked="" type="checkbox"/> <ul style="list-style-type: none"> • Developed a reference document pertaining to considerations for disabled users 	
Part 2 - Information and Communications Standard				
(s.14): Accessible Websites and Web Content				
	<ul style="list-style-type: none"> • New internet websites and web content must conform with WCAG 2.0 Level A 	EDPRO will ensure all new websites and web content conform to guidelines	Web Designer	Ongoing <input checked="" type="checkbox"/>

Deadline	Act Section and Description	Action	Responsibility	Status
JAN 1, 2015	Part 1 - General Requirements			
	(s.7) - Training			
	<ul style="list-style-type: none"> • Training provided to all employees, volunteers, contractors • Topic: IASR and Human Rights Code pertaining to persons with disabilities • Must keep a record of the dates when the training was offered and number of participants trained 	<ul style="list-style-type: none"> • All employees, volunteers and other persons will be trained • Training will be appropriate to the duties of the employees, volunteers and other persons • Training can be provided through i) separate training programs; ii) new hire process; iii) orientation session and may be delivered in different formats e.g. handouts; PowerPoint presentations, online training modules • Training will be provided on an ongoing basis • Record will be kept to ensure compliance 	Human Resources Operations Terminal Coordinators	In Progress <input checked="" type="checkbox"/>
Part 2 - Information and Communications Standard				
JAN 1, 2015	(s.11): Feedback			
	<ul style="list-style-type: none"> • Process for receiving and responding to feedback to ensure that the processes are accessible or arrange for accessible formats upon request 	<ul style="list-style-type: none"> EDPRO will review process for receiving • Feedback from public • Feedback from employees - through suggestion program; in person, by telephone, by email • Feedback from customers - in person, by telephone, by writing or via email 	Business Development Operations Terminal Coordinators	In Progress <input checked="" type="checkbox"/>
JAN 1, 2016	Part 2 - Information and Communications Standard			
	(s.12): Accessible Formats and Communication Supports			
JAN 1, 2016	<ul style="list-style-type: none"> • Upon request, provide or arrange for the provision of accessible formats and communication supports <ul style="list-style-type: none"> - In a timely manner - At a cost that is no more than the regular cost charged to other persons - Consult with the person making the request in determining the accessible format or communication supports • Notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> EDPRO will provide accessible formats and communication supports upon request • Develop a process for responding to requests for supports and services • Post a notice on the website and on premises that information is available in a variety of accessible formats • Develop criteria to determine what materials will be made into plain language • Institute a company standard that documents be created in a structured electronic format to allow for easier conversion to alternate formats • Create promotional materials in alternate formats • Look at accessible alternates to telephone system for those that are deaf, hard of hearing or cannot speak • Steps will be undertaken to continuously review all information and communications to ensure that all such information and communications include a statement that they are available in accessible formats upon request 	Business Development Business Services Human Resources	In Progress <input checked="" type="checkbox"/>

Deadline	Act Section and Description	Action	Responsibility	Status
JAN 1, 2016	Part 3 - Employment Standards			
	(s.22): Accessible Formats and Communication Supports			
	<ul style="list-style-type: none"> •Notify employees and public about the availability of accommodations for applicants with disabilities 	EDPRO will notify applicants on the external website and intranet of the Company's commitment to providing equal opportunities for persons with disabilities in all employment activities, including access to jobs and accommodation during employment	Human Resources	
	(s.23): Recruitment - Assessment or Selection Process			
	<ul style="list-style-type: none"> •Notify applicants when selected to participate in an assessment or selection process, that accommodations are available upon request in relation to materials or processes to be used •If request is submitted, employer to consult with applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's needs due to a disability 	<ul style="list-style-type: none"> •Employment systems and processes under review to ensure accessibility •Selected individuals will be notified of accommodation, support and accessibility during initial phone interview 	Human Resources Operations Terminal Coordinators	
	(s.24): Notice to Successful Applicant			
	<ul style="list-style-type: none"> •Notify successful applicant of the company's policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> •Incorporate in Offer Letter of Employment statements advising an employee with a disability of their entitlement to an individualized emergency evacuation plan and the process to follow when required •Letter will also advise that employees with a disability should contact hiring manager for medical accommodation 	Human Resources Operations Terminal Coordinators	
	(s.25): Informing Employees of Supports			
<ul style="list-style-type: none"> •Organization to inform employees of its policies used to support its employees with disabilities including provision of job accommodation •Needs to be communicated to new employees as soon as practical upon hire •Update all employees if there is a change to the related policies 	EDPRO will provide new employees with accommodation information <ul style="list-style-type: none"> •Ongoing education and guidance provided to employees to maintain awareness of policies, legislation, as well as supports and facilities available •Updated information will be communicated as necessary to employees 	Human Resources Operations Terminal Coordinators		
(s.26): Accessible Formats and Communication Supports for Employees				
<ul style="list-style-type: none"> •Employer to consult with employee requesting the accommodation for the following: <ul style="list-style-type: none"> - Information that is needed in order to perform job - Information that is generally available to employees - Employer to consult with employee on suitable format/support 	<ul style="list-style-type: none"> •Review and update current Policies and Procedures for the provision of job accommodations 	Human Resources Operations Terminal Coordinators		

Deadline	Act Section and Description	Action	Responsibility	Status
JAN 1, 2016	Part 3 - Employment Standards			
	(s.28): Documented Individual Accommodation Plans (IAP)			
	<ul style="list-style-type: none"> •Have a written process for the development of documented individual accommodation plans for employees with disabilities. Needs to include the following: <ul style="list-style-type: none"> a) The manner in which an employee requesting accommodation can participate in the development of the IAP b) Employee is assessed on an individual basis c) Employer can request an evaluation by an outside medical or other expert at the employer's expense d) Steps need to be taken to protect the privacy of the employee's personal information e) Frequency with which the IAP will be reviewed and updated f) If an IAP is denied, the manner in which the reasons for the denial will be provided to the employee g) Means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs •If requested, IAP to include any information regarding accessible forms and communication supports provided, and if required, include individualized workplace emergency response information. It shall also include any other accommodations to be provided 	<p>EDPRO will review its existing accommodation process</p> <ul style="list-style-type: none"> •Will identify elements of AODA requirements that need to be incorporated into existing accommodation process •Will develop a written process for IAP •Will prepare a communication strategy to communicate obligation to all employees 	Human Resources	
(s.29): Return to Work Process				
<ul style="list-style-type: none"> •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 •Document the process to outline steps the employer and employee will take to facilitate the return •Use the individual accommodation plans as part of the process 	<ul style="list-style-type: none"> •Early & Safe Return to Work Policy and procedures will be updated to comply with AODA regulation •IAP will be incorporated into RTW process •RTW process will be communicated to all employees 	Human Resources		

Deadline	Act Section and Description	Action	Responsibility	Status
JAN1, 2016	Part 3 - Employment Standards			
	(s.30): Career Development and Advancement			
	<ul style="list-style-type: none"> •Take into account the accessibility needs of its employees with disabilities when providing career development and advancement to employees with disabilities <ul style="list-style-type: none"> - i.e. providing additional responsibilities, movement from one job to another at a higher pay band or level in the organization 	<ul style="list-style-type: none"> •Review existing processes and revise as necessary to incorporate AODA requirements 	Human Resources	
	(s.32): Redeployment			
	<ul style="list-style-type: none"> •Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities 	<ul style="list-style-type: none"> •Review redeployment processes for possible barriers and revise as necessary to incorporate AODA requirements 	Human Resources	
JAN 1, 2018	Part 4 - Design of Public Spaces			
	<ul style="list-style-type: none"> •Incorporate accessibility requirements under the Accessibility Standard for the Design of Public Spaces •Additional barriers identified 	<ul style="list-style-type: none"> •Review existing processes and revise as necessary to incorporate AODA requirements 	Facilities	
JAN 1, 2021	Part 2 - Information and Communications Standard			
	(s.14): Accessible Websites and Web Content			
	<ul style="list-style-type: none"> •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), and -success criteria 1.2.5 Audio Descriptions (Pre-recorded) 	EDPRO will ensure all websites and content conform to guidelines	Web Designer	