



**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005
MULTI-YEAR ACCESSIBILITY PLAN**

Part I - GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance
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.	Implemented the following policies: Availability of Accessibility Policy (October 5, 2011) Assistive Devices & Procedures (October 05, 2011) Accessible Customer Service Policy (October 24, 2011) Posted on website and intranet. Communicating with Persons with Disabilities (October 27, 2011) Accessible Customer Feedback (October 27, 2011) Service Animals (October 28, 2011) Support Person (October 28, 2011) Notice of Temporary Disruption (October 27, 2011)	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 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 Accessibility Plan - February 27, 2015 Will be reviewed every 5 years. Posted on website, Springboard and intranet.	Completed	January 1, 2015
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.	PUC Services does not operate "kiosks" at this time.	Not Applicable	January 1, 2014

7	Training	<p>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,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>Policy/Procedure: Accessible Customer Service Policy (October 24, 2011)</p> <p>Contracted with Accessibility North to conduct the required training for all staff in November & December, 2011. The Management Group received specific one hour training. Staff with direct customer contact received 3 hour training. Staff with indirect customer contact received one hour training session.</p> <p>Manager, Human Resources attended a workshop provided by Accessibility North December 8, 2014.</p> <p>All new staff will receive required training and all training will be documented and retained.</p>	Completed	January 1, 2015
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PART II - Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	<p>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.</p>	<p>Policy/Procedure: Accessible Customer Feedback Policy (October 27, 2011)</p> <p>There are multiple feedback methods available including hard copy, website, email, phone and in-person. If another method is requested, Customer Service will provide other options upon request.</p> <p>Customer Accessibility Feedback Form placed in customer reception area effective Jan. 3, 2012. Form updated effective June 2017 and is posted on PUC website.</p>	Completed	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.	Policy/Procedure: Communicating with Persons with Disabilities (October 27, 2011) Our website will include a message about the availability of accessible formats and communication supports upon request. Supports in place to be able to provide communication in the following formats: written, oral, face to face, over the phone, email and assistive reading devices through PUC website.	Completed	January 1, 2016
12		12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Policy/Procedure: Communicating with Persons with Disabilities (October 27, 2011) Each request received will be reviewed and through consultation with the individual, determine an acceptable, suitable, accessible format.	Completed	January 1, 2016
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Policy/Procedure: Communicating with Persons with Disabilities (October 27, 2011) A website statement and sign is posted at reception that all information is available in other formats.	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.	Policy/Procedure: Notice of Temporary Disruption Policy (October 27, 2011) PUC posts a notice at the physical location of any planned temporary disruptions in service, posts on our website any planned or actual disruptions and/or advertises with local media as appropriate, to notify customers.	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.	Policy/Procedure: Availability of Accessibility Policy (October 5, 2011) Worked with Miramar to ensure website and web content conforms to WCAG 2.0 Level AA and will be maintained for compliance with the regulation.	Completed	January 1, 2014

15	Educational & Training Resources & Materials	15(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given....	Not applicable.	Not applicable	January 1, 2013
16	Training to Educators	16(1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.	Not applicable.	Not applicable	January 1, 2013
17	Producers of Educational or Training Material	17(1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of the textbooks available to the institutions.	Not applicable.	Not applicable	January 1, 2015
		(2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions.	Not applicable.	Not applicable	January 1, 2020
18	Libraries of Educational & training institutions	18(1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated organizations shall provide....	Not applicable.	Not applicable	January 1, 2015

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.	<p>Policy/Procedure: Accommodation Policy (March 19, 2015)</p> <p>Job Postings and advertisements contain: "We are an equal opportunity employer." Effective March 1, 2015.</p> <p>Added to the PUC Website, Career Section, the following: "PUC Services Inc. is committed to promoting the dignity, independence and equality of opportunity to persons with disabilities by providing accessibility and accommodation to applicants. Applicants are to advise Human Resources of required accommodations."</p>	Completed	January 1, 2016

23	Recruitment, Assessment or Selection Process	<p>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.</p> <p>(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.</p>	<p>Policy/Procedure: Accommodation Policy (March 19, 2015)</p> <p>At every point in the recruitment process including interviews, testing, etc., the applicant will be offered accommodation.</p>	Completed	January 1, 2016
24	Notice to Successful Applicants	<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>Policy/Procedure: Recruitment Policy (Revised in t 2017)</p> <p>Every applicant selected for a position will be notified that we are AODA compliant and asked to advise us of any accommodations required. Terminology added into orientation checklist.</p> <p>Policy/Procedure: Orientation Policy (to be revised in 2017)</p> <p>Will be covered in the general orientation program.</p>	In progress	January 1, 2016
25	Informing Employees of Supports	<p>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.</p>	<p>For existing employees:</p> <p>Accommodation Policy (March 19, 2015)</p> <p>Early & Safe Return to Work Policy & Program (March 2013)</p> <p>Accessibility Standards Training for all staff - March 2015 & ongoing</p> <p>An email notice to all employees - March 2015</p> <p>All new employees are trained</p> <p>Policy/Procedure: Orientation Policy (to be revised in 2017)Included in general orientation.</p>	In progress	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.	Policy/Procedure: Orientation Policy (to be revised in 2017) Provided during general orientation through Human Resources. Section on accommodation in New Employee Orientation Booklet & Presentation.	In Progress	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.	Policy/Procedure: Accommodation Policy (March 19, 2015) When a change is made to any policy and/or procedure employees receive training and sign off.	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.	Policy/Procedure: Accommodation Policy (March 19, 2015) Will provide or arrange to provide accessible formats and communication supports to employees who request it.	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.	Policy/Procedure: Accommodation Policy (March 19, 2015) Will consult with any employee making a request and develop a plan to determine a suitable 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.	Policy/Procedure: Evacuation Plan Policy (November 2015) Facilitates the development of an individual emergency plan that considers various emergency situations when we are made aware of a disability. Communicated in department meetings by HR. Communicated at JHSC Meeting. Included in orientation training.	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.	Policy/Procedure: Evacuation Plan Policy (November 2015) Emergency response information will be given to the person designated to assist, with the employee's consent. Employee information will be kept confidential.	Completed	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.	Policy/Procedure: Evacuation Plan Policy (November 2015) Individual response information will be provided in a timely manner, from the time that the PUC is made aware of the disability.	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.	Policy/Procedure: Evacuation Plan Policy (November 2015) Individual emergency plans will be reviewed as noted in 27 (4).	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.	Policy/Procedure: Accommodation Policy (Revised in 2017)	Completed	January 1, 2016

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 denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 	Policy/Procedure: Early & Safe Return to Work Policy & Program (March 2013) Amended in 2016.	Completed	January 1, 2016
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>	Policy/Procedure: Early & Safe Return to Work Policy & Program (March 2013) Amended in 2016.	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.	Policy/Procedure: Early & Safe Return to Work Policy & Program (March 2013) Amended in 2016	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.	Policy/Procedure: Early & Safe Return to Work Policy & Program (March 2013) Amended in 2016	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.	Policy/Procedure: Accommodation Policy - revised in 2017 Review current performance management processes. "Any individual accommodation plan is considered during the performance management process". Will include in Management Training (2017)	In Progress	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.	Policy/Procedure: Accommodation Policy - revised in 2017 Will include in Management Training (2017)	In Progress	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.	Policy/Procedure: Accommodation Policy - revised in 2017	Completed	January 1, 2016
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