

HYDRO ONE SAULT STE. MARIE'S MULTI-YEAR ACCESSIBILITY PLAN

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

HYDRO ONE SAULT STE. MARIE'S COMMITMENT

Hydro One Sault Ste. Marie is committed to treating 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.

CUSTOMER SERVICE ACCESSIBILITY STANDARDS

Section	Requirement	Description	Action	Status	Compliance Date
3	Establishment of policies, practices and procedures	(1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. These must be consistent with the principles of dignity, independence, integrated provisions of services and equal opportunity, deal with the use of assistive devices, allow the use of support persons and allow the use of service animals.	Hydro One Sault Ste. Marie has an "Accessibility Standards for Customer Service Policy". This document is available to the public and available in alternative formats. Hydro One Sault Ste. Marie's primary means of interaction with its customers is through its website and through its office.	Complete	January 1, 2012
5	Notice of temporary disruptions	(1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	Our organization is mandated as a essential service in Ontario and is required to be open and available 24 hours per day / 7 days per week.	Not Applicable to Hydro One Sault Ste. Marie	January 1, 2012

6	Training for Staff	<p>(1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods and services to persons with disabilities:</p> <ol style="list-style-type: none"> 1. persons who deal with members of the public or other third parties on behalf of the provider governing the provision of the goods and services; and 2. persons who participate in developing the policies, practices and procedures governing the provision of goods or services to the public or other third parties. 	Hydro One Sault Ste. Marie provides training to all staff on the requirements of the “Accessibility Standards for Ontarians with Disabilities”	Complete Further Training	January 1, 2012 October 5, 2017
7	Feedback Process for Providers of Goods or Services	(1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.	<p>A feedback process is established and outlined on Hydro One Sault Ste. Marie’s Accessibility page of its website at:</p> <p>www.hydroonessm.com</p> <p>The feedback process permits persons to provide their feedback in person, online, by telephone, fax, in writing or by email.</p>	Complete	September 2017
8	Notice of Availability of Documents	(1) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.	<p>Notice of availability of Hydro One Sault Ste. Marie’s accessibility documents is posted on Hydro One’s Accessibility page of its website at:</p> <p>www.hydroonessm.com</p>	Complete	September 2017

INTEGRATED ACCESSIBILITY STANDARDS

PART I – GENERAL REQUIREMENTS

Section	Requirement	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	(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.	Hydro One Sault Ste. Marie has an Integrated Accessibility Standards Policy and an Accessibility Standards for Customer Service Policy that will be made available to the public in accessible formats upon request. The Policies includes Hydro One Sault Ste. Marie's commitment to meet the accessibility needs of persons with disabilities.	Complete	September 2017
4	Accessibility Plans	(1) Large organizations shall, <ul style="list-style-type: none"> 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. 	Hydro One Sault Ste. Marie's Multi-Year Accessibility Plan is available in accessible format upon request and on Hydro One Sault Ste. Marie's website at: www.hydroonessm.com The plan will be reviewed every 5 years	Complete	September 2017
7	Training	(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, <ul style="list-style-type: none"> 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. 	Hydro One Sault Ste. Marie will implement the appropriate training on the requirements of the Integrated Accessibility Standards (IASR) and on the Ontario Human Rights Code as it pertains to persons with disabilities. Confirmation of training by all staff will be maintained including the dates that the training was provided and the number of individuals to whom it was provided; Hydro One Sault Ste. Marie will ensure that training is provided on any changes to the prescribed policies on an ongoing basis, as needed. Hydro One Sault Ste. Marie's contracts with contractors and other service providers will mandate compliance with the Integrated Accessibility Standards as applicable.	Complete Updated	January 1, 2015 October 2017

PART II – INFORMATION AND COMMUNICATIONS STANDARDS

Section	Requirement	Description	Action	Status	Compliance Date
11	Feedback	(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.	A feedback process is established and outlined on Hydro One Sault Ste. Marie’s Accessibility page of its website at: www.hydroonessm.com	Complete	September 2017
12	Accessible Formats & Communication Supports	<p>(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> <ul style="list-style-type: none"> 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. <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	Persons with disabilities may request an accessible format of Hydro One Sault Ste. Marie’s public accessibility documents.	Complete	September 2017

Section	Requirement	Description	Action	Status	Compliance Date
13	Emergency Procedures, Plans or Public Safety Information	(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.	Hydro One Sault Ste. Marie's website includes a Public Safety Policy that can be accessed at www.hydroonessm.com and is available in alternative formats upon request.	Complete	September 2017
14	Accessible Websites & Web Content	(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.	No new internet website has been developed by Hydro One Sault Ste. Marie. Work will be commencing to comply with the 2021 requirement.	In progress	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, - success criteria 1.2.4 Captions (Live) - success criteria 1.2.5 Audio Descriptions (Prerecorded).

PART III – EMPLOYMENT STANDARDS

Section	Requirement	Description	Action	Status	Compliance Date
22	Recruitment - General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Hydro One Sault Ste. Marie has an Accommodation for People with Disabilities Policy. Letters of Acknowledgment, external website and internal website updated to notify employees and public of availability of accommodation.	Complete	September 2017
23	Recruitment, Assessment or Selection Process	(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.	Correspondence to applicants selected for interviews or further assessment include availability of accommodation. Suitable accommodation will be discussed with a selected applicant upon request.	Complete	September 2017
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Offer letters have been updated to address this requirement.	Complete	September 2017

Section	Requirement	Description	Action	Status	Compliance Date
25	Informing Employees of Supports	<p>(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>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(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.</p>	<p>Hydro One Sault Ste. Marie has an Accommodation for People with Disabilities Policy. Employees are aware of accommodation policies and supports available.</p> <p>Confirmation of training by all staff will be maintained</p> <p>Employees will be informed of any changes to the relevant policies.</p>	Complete	January 1, 2016
26	Accessible Formats and Communication Supports for Employees	<p>(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,</p> <p>a) information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace</p> <p>b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Policies and processes have been amended to incorporate these requirements and are maintained on the company's Intranet</p>	Complete	September 2017

Section	Requirement	Description	Action	Status	Compliance Date
27	Workplace Emergency Response Information	<p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	Hydro One Sault Ste. Marie will provide individualized emergency response information when requested.	Complete	January 1, 2012

Section	Requirement	Description	Action	Status	Compliance Date
28	Documented Individual Accommodation Plans	<p>(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.</p> <p>(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. <p>Continued on next page</p>	Hydro One Sault Ste. Marie's Accommodation for People with Disabilities Process, sick leave plans and associated processes deal with these individual accommodation plan requirements.	Complete	January 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
28	Documented Individual Accommodation Plans (Continued)	<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>(3) Individual accommodation plans shall,</p> <ul style="list-style-type: none"> a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26. b) if required, include individualized workplace emergency response information, as described in section 27; and c) identify any other accommodation that is to be provided. 			
29	Return to Work Process	<p>(1) Every employer, other than an employer that is a small organization,</p> <ul style="list-style-type: none"> 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>(2) The return to work process shall,</p> <ul style="list-style-type: none"> 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. <p>(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>	Hydro One Sault Ste. Marie has a return to work process for employees that require accommodation due to a disability.	Complete	January 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
30	Performance Management	(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.	Performance Management reviews will account for these requirements when required.	Complete	January 1, 2016
31	Career Development and Advancement	(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.	Performance Management reviews will account for these requirements when required.	Complete	January 1, 2016
32	Redeployment	(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.	Performance Management reviews will account for these requirements when required.	Complete	January 1, 2016