



# EnWin Utilities Multi-Year AODA Accessibility Plan

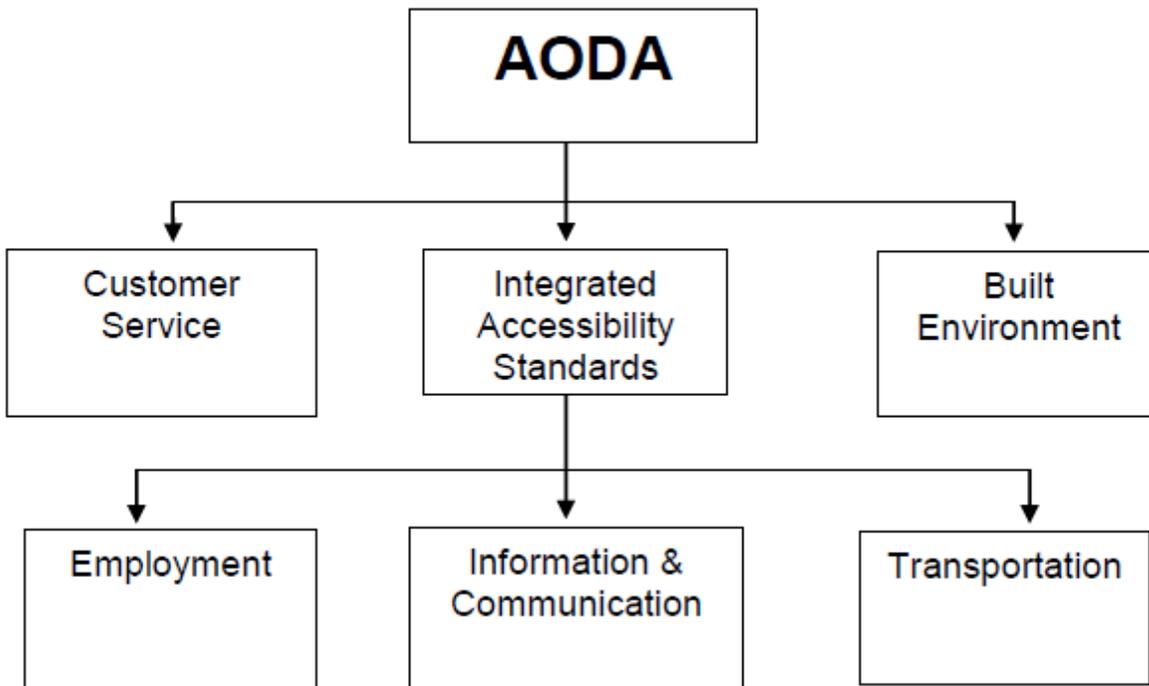
## Background

EnWin Utilities Ltd (“EnWin”) is subject to the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). The AODA came into force in 2005. Its purpose is to ensure greater accessibility for Ontarians with disabilities. Since becoming law, EnWin has been required to comply with its provisions, which are being phased in between 2010 and 2021.

This Multi-Year Accessibility Plan (“Accessibility Plan”) outlines EnWin’s compliance with the AODA, sets out EnWin’s upcoming obligations pursuant to the AODA, and identifies how EnWin will meet those obligations. EnWin is committed to fulfilling its obligations under the AODA and making its premises and services accessible to all Ontarians.

Since the enactment of the AODA, there have been five Regulations developed: Customer Service; Transportation; Information and Communications; Employment; and the Built Environment.

Through the development phase of the five Regulations, the Integrated Accessibility Standard was developed, which incorporates the Employment, Information & Communication and Transportation Standards. As the Transportation Standard applies to all public transportation systems, EnWin does not have any public transportation system for compliance.



## Statement of Commitment

EnWin 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.

### **Accessible Emergency Information**

EnWin is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five years.

### **Training**

EnWin will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

EnWin will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Training has been implemented as part of new hire orientation and will be on-going
- Current employees have attended training sessions
- Maintain a training record for all employees

### **Kiosks**

EnWin will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

- EnWin currently has no self-service kiosks
- Manager, Call Centre will refer to section 6 of the Integrated Accessibility Standards for compliance with any future kiosks goods and services

### **Information and Communications**

EnWin is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

EnWin will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014.

- Manager, Corporate Communications and Manager, Application Support and Services and will ensure EnWin's website providers and Information Technology Services are aware and compliant regarding the requirement

EnWin will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Manager, Call Centre will monitor and manage forms available at customer service front counter
- Manager, Call Centre will monitor and manage forms available on website

EnWin will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Manager, Call Centre will monitor and manage forms available at customer service front counter
- Manager, Call Centre will monitor and manage forms available on website

EnWin will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021.

- Manager, Corporate Communications and Manager, Application Support and Services will ensure EnWin's website providers and Information Technology Services are aware and compliant regarding the requirement

## **Employment**

EnWin is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, EnWin will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Human Resources will continually re-evaluate the recruitment process and enhance accessibility of job application process
- Job descriptions will be re-evaluated and updated as necessary and when new positions are developed
- Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material used in the process are available, upon request
- Successful applicants shall be notified about EnWin's policies for accommodating employees with disabilities as part of their offer of employment

EnWin will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Develop and implement a return to work process for employees who have been absent from work due to a disability and requiring disability-related accommodations
- Review accommodation plan process for employees who have been absent from work due to a disability

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when EnWin is using performance management, career development and redeployment processes.

- Performance Management & Succession Planning programs and processes are being reviewed and redeveloped.
- Process will consider the accessibility needs of employees with disabilities

EnWin will take the following steps to prevent and remove other accessibility barriers identified.

- Any items will be brought to attention of Manager, Call Centre or Manager, Human Resources for resolution

### **Design of Public Spaces**

EnWin will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Including accessible off street parking, and Service-related elements like service counters, fixed queuing lines and waiting areas.

EnWin will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **Additional Information**

For more information on this accessibility plan, please contact EnWin's Customer Service Manager at:

Phone (519)255-2888

Email [info@enwin.com](mailto:info@enwin.com)

Accessible formats of this document are available free upon request.

## **Timelines for Compliance with the Accessibility for Ontarians with Disabilities Act**

EnWin's Timelines for Compliance with the Accessibility for Ontarians with Disabilities Act Regulations: The Accessibility Standards for Customer Service (Regulation 429/07) and the Integrated Accessibility Standards (Regulation 191/11). As defined in the AODA, EnWin is a large designated private sector organization with 50+ employees.

### **Legislation**

"AODA" means Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11

"ASCS" means Ontario Regulation 429/07 – Accessibility Standards For Customer Service

"IAS" means Ontario Regulation 191/11 – Integrated Accessibility Standards

"WCAG" means World Wide Web Consortium Web Content Accessibility Guidelines

Legislation	Task	Compliance Date	Responsibility
ASCS s. 2	Establish policies, practices and procedures for customer service standards, notify public that these documents are available and provide, upon request, copies in accessible format to anyone requesting same	01-Jan-12	Human Resources & Customer Service
ASCS s. 6	Provide training on customer service standards	01-Jan-12	Human Resources
IAS s. 13(2)	Provide, upon request, emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports	01-Jan-12	Human Resources & Customer Service
AODA s. 14(1)	File Accessibility Report and make available to the public	30-Mar-12	Regulatory Affairs
	File Accessibility Report and make available to the public	31-Dec-12	Regulatory Affairs
IAS s. 4(4)	Establish, implement, maintain and document an accessibility plan	01-Jan-14	Regulatory Affairs
IAS s. 14(4)	New internet websites and web content published after January 1, 2014 to conform with WCAG 2.0 Level A	01-Jan-14	Information Technology Services & Corporate Communications
IAS s. 7(6)	Provide training on the following standards: (a) Information and communication standards (b) Employment standards (c) Transportation standards	01-Jan-15	Human Resources
IAS s. 11(4)	Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities via accessible formats and communications supports, upon request	01-Jan-15	Human Resources & Customer Service
IAS s. 12(5)	Provide or arrange for the provision of accessible formats and communications supports, upon request	01-Jan-15	Human Resources & Customer Service
IAS s. 3(4)	Establish policies, practices and procedures for: (a) Information and communication standards (b) Employment standards (c) Transportation standards	01-Jan-16	Human Resources Information Technology Services & Corporate Communications
IAS s. 21	Meet obligations under Employment Standards	01-Jan-16	Human Resources
IAS s. 4(1)(c)	Review accessibility plan	01-Jan-19	Regulatory Affairs
IAS s. 14(4)	All websites and web content published after January 1, 2012 to conform with WCAG 2.0 Level AA: (a) Information and communication standards (b) Employment standards (c) Transportation standards	01-Jan-21	Information Technology Services & Corporate Communications

