

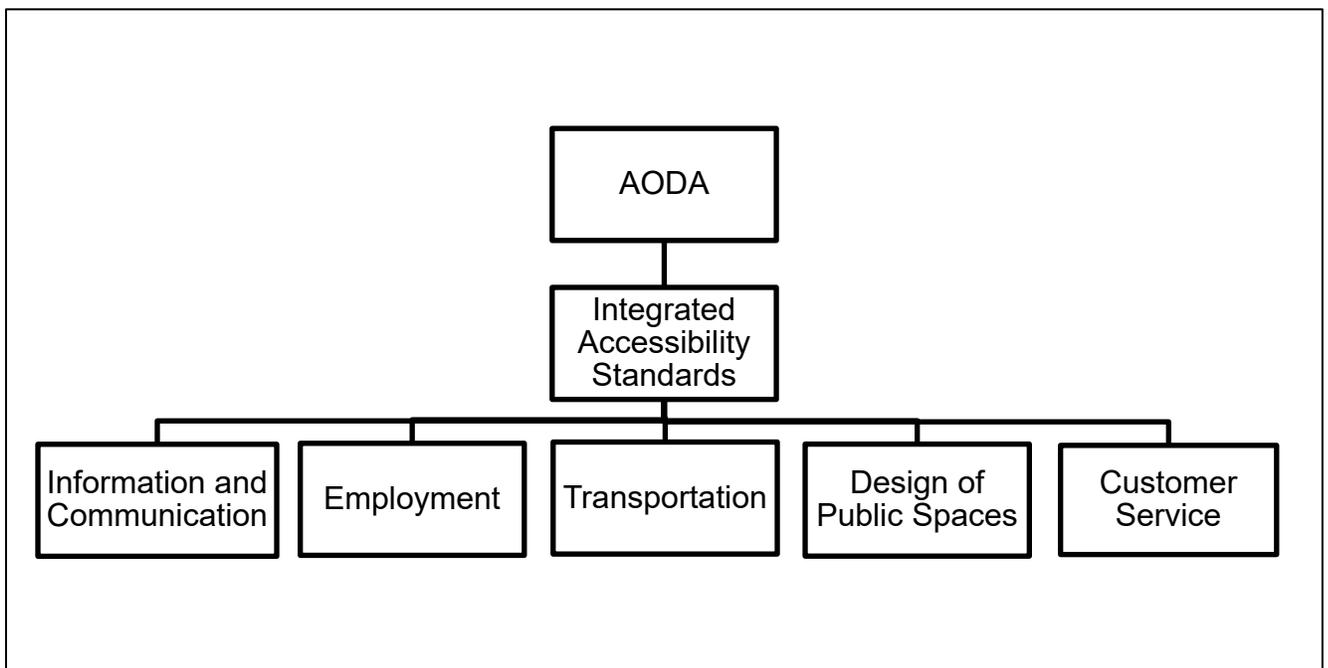
## ENWIN Utilities Ltd. Multi-Year AODA Accessibility Plan

### 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 the AODA became law, ENWIN has been required to comply with its provisions, which were phased in between 2010 and 2021. Compliance with the AODA legislation is an ongoing commitment.

This Multi-Year Accessibility Plan (Accessibility Plan) outlines ENWIN's ongoing approach to compliance with the AODA and identifies ENWIN's strategy to meet its AODA 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 Standards developed: Customer Service; Transportation; Information and Communications; Employment; and the Design of Public Spaces (the Built Environment). These requirements are consolidated in the Integrated Accessibility Standards (Ontario Regulation 191/11). As the Transportation Standard only applies to public sector transportation systems, ENWIN does not have any compliance obligations under this section.



## **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 AODA.

This Multi-Year Accessibility Plan shall be reviewed and, if necessary, updated at least once every five years.

## **Accessible Emergency Information**

ENWIN is committed to providing its 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.

## **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 ongoing and will be provided in a way that best suits the duties of employees, volunteers and other staff members. A training completion record for all employees will be maintained.

## **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 ensures that its website and web content are able to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, as required by January 1, 2021. ENWIN has also posted a notice confirming that any of its printed or website materials are available in alternate formats upon request.

ENWIN ensures that its publicly available information and feedback processes are accessible to people with disabilities upon request, and that individual accommodation requests can be made and facilitated.

## **Employment**

ENWIN is committed to fair and accessible employment practices.

We take 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 continually evaluates the recruitment process to enhance accessibility of the job application process.
- Job descriptions are re-evaluated and updated as necessary and when new positions are developed.
- Job applicants who are individually selected for an interview and/or testing are notified that accommodations are available through every stage of the process, upon request.
- Successful applicants are notified about ENWIN's policies for accommodating employees with disabilities during the orientation and onboarding process.

ENWIN also takes 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.

- A return-to-work process has been developed and implemented for employees who have been absent from work due to a disability and require disability-related accommodations. Individual Accommodation Plans are also provided where required.

The following steps are taken to ensure the accessibility needs of employees with disabilities are taken into account when ENWIN is conducting performance management, career development and redeployment processes.

- Performance Management & Succession Planning programs and processes are reviewed and maintained.
- The accessibility needs of employees with disabilities are considered when required.

ENWIN is committed to taking the steps necessary to prevent and remove other accessibility barriers that are identified.

### **Design of Public Spaces**

ENWIN meets 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 and waiting areas.

ENWIN takes steps to ensure that its accessible building features are available and maintained to prevent service disruptions to accessible parts of its public spaces.

In the event of a service disruption to accessible parts of its public spaces, we will notify the public of the service disruption and alternatives available.

### **Customer Service**

ENWIN strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. ENWIN is committed to making the goods and services it provides accessible to all customers. ENWIN has developed an Accessible Customer Service Policy (Policy) which outlines its commitments in this regard. This Policy is posted on ENWIN's website and is available in accessible formats upon request. Training to staff on providing accessible customer service is also conducted.

ENWIN has also developed procedures which outline its approach to the following Customer Service Standard requirements:

- Assistive Devices, Support Persons and Service Animals for People with Disabilities;
- Availability of Accessible Customer Service Documents;
- Customer Feedback Processes; and
- Notice of Temporary Service Disruptions.

### **Additional Information**

For more information on this Accessibility Plan, please contact ENWIN's Customer Service Department at:

Phone: (519) 255-2727

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

Mail: ATTN: Customer Service Department, ENWIN Utilities Ltd.  
4545 Rhodes Drive  
P.O. Box 1625, Station "A"  
Windsor, ON  
N8W 5T1

Accessible formats of this document are available for free upon request.