



# **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**

## **INTEGRATED ACCESSIBILITY STANDARDS**

**Multi Year Plan  
Updated December 2018**

**Part I – GENERAL REQUIREMENTS**

Section	Initiative	Description	Action	Compliance Status	Compliance Dates
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.	London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures are published and available to employees and customers. <a href="#">Click HERE to read the AISD Policy</a>	Complete	Original Policy: January 1, 2014  Current Policy: April 24, 2018
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 received corporate approval.  The plan will be reviewed every 5 years.	Completed and ongoing	Original Plan: December 2013  Updated/Current Plan: December 2018
5	Procurement	5(1) The Government of Ontario, Legislative Assembly and designated public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.  (2) If the Government of Ontario, Legislative Assembly or a designated public sector organization determines that it is not	London Hydro is a private company and therefore this section is not applicable.	N/A	

		practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.			
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.	No self service kiosks are available at this time.	N/A	
7	Training	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, <ul style="list-style-type: none"> <li>(a) all employees, and volunteers;</li> <li>(b) all persons who participate in developing the organization's policies; and</li> <li>(c) all other persons who provide goods, services or facilities on behalf of the organization.</li> </ul>	Training is provided as outlined in the requirements.	Completed and ongoing	Original Compliance Date: January 1, 2015

**PART II – Information and Communications Standards**

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	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>We will responsively assist individuals requesting accessible formats for communication supports.</p> <p>The feedback process permits persons to provide their feedback online, by telephone, in writing or by email.</p> <p><a href="#">Click HERE for the Accessibility Feedback Form</a></p>	Completed and ongoing	Original Compliance Date:  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.	All areas of London Hydro provide accessible formats and communication supports in a timely manner, at a cost that is no more than the regular cost charged to other persons.	Completed and ongoing	Original Compliance Date:  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.	We will responsively assist individuals requesting accessible formats for communication supports.	Completed and ongoing	Original Compliance Date:  January 1, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	The availability of accessible formats and communication supports is described for the public in the Accessible and Inclusive	Completed	Original Compliance Date:  January 1, 2016

			Service Delivery (AODA) policy published on the company's website. <a href="#">Click HERE to read the AISD Policy</a>		Current Compliance Date: December 2018
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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.		N/A	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.	New external website conforms to Web Content Accessibility Guidelines 2.0 A. (WD)  14.2 (A) <b>January 1, 2014</b> New internet websites and web content on those sites must conform with WCAG 2.0 Level A.	Completed	Original Compliance Date: January 1, 2014
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.	14.2 (B) <b>January 1, 2021</b> All internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ul style="list-style-type: none"> <li>• success criteria 1.2.4 Captions (Live)</li> <li>• success criteria 1.2.5 Audio Descriptions (Pre-recorded).</li> </ul>	2021 Requirements:  In Progress	

**PART III – Employment Standard**

	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.	Prospective applicants are advised of the availability of accommodations on postings.	Completed and ongoing	Original Compliance Date: January 1, 2016
	Recruitment, Assessment or Selection Process	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.  (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.	Prospective applicants are advised of the availability of accommodations in writing.  Suitable accommodations will be made upon request and in consultation with the applicant	Completed and ongoing  Completed and ongoing	Original Compliance Date: January 1, 2016
	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	New employees are advised of their right to request accommodation in offers of employment. New employees are also advised of the accommodation policy during orientation.	Completed and ongoing	Original Compliance Date: January 1, 2016
	Informing Employees of Supports	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.	London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures are published and available to employees.  <a href="#">Click HERE to read the AISD Policy</a>	Completed and ongoing	Original Compliance Date: 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.	Orientation occurs within the first few days of employment. Emergency assistance information is collected prior to employees commencing employment.	Completed and ongoing	Original Compliance Date: 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.	Employees are advised of all policy changes.	As required	Original Compliance Date: 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.	Human Resources will arrange for the identification and delivery of reasonable and appropriate accommodations, formats and supports.	As required	Original Compliance Date: 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.	Human Resources will arrange for the identification and delivery of reasonable and appropriate accommodations, formats and supports.	As required	Original Compliance Date: 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.	London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures, which are published and available to employees, outlines the steps for providing and maintaining individualized workplace emergency response.  <a href="#">Click HERE to read the AISD Policy</a>	Completed and ongoing	Original Compliance Date:  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.	London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures, which are published and available to employees, outlines the steps for providing and maintaining individualized workplace emergency response.  <a href="#">Click HERE to read the AISD Policy</a>	Completed and ongoing	Original Compliance Date:  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.	London Hydro is committed to ensuring that information is provided in a timely manner once the employer is aware of the need for accommodation.	Completed and ongoing	Original Compliance Date:  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.	London Hydro will review individualized workplace emergency response information when required.	Completed and ongoing	Original Compliance Date:  January 1, 2012



28	Documented Individual Accommodation Plans	28.(1) Employers ... shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	<p>London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures, which are published and available to employees, outlines the steps for creating individual accommodation plans.</p> <p><a href="#">Click HERE to read the AISD Policy</a></p>	Completed	<p>Original Compliance Date: January 1, 2016</p> <p>Current Procedure Date: April 4, 2018</p>
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"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>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.</li> <li>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.</li> <li>5. The steps taken to protect the privacy of the employee's personal.</li> </ol>	<p>London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures, which are published and available to employees, outlines the steps for creating individual accommodation plans.</p> <p><a href="#">Click HERE to read the AISD Policy</a></p>	Completed	<p>Original Compliance Date: January 1, 2016</p> <p>Current Procedure Date: April 4, 2018</p>

		<p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <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>			
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>	<p>London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures, which are published and available to employees, outlines the steps for facilitating return to work following a disability and associated accommodation requirements.</p> <p><a href="#">Click HERE to read the AISD Policy</a></p>	Completed	<p>Original Compliance Date:</p> <p>January 1, 2016</p> <p>Current Procedure Date:</p> <p>April 4, 2018</p>

29		<p>29. (2) The return to work process shall,</p> <p>(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</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	<p>London Hydro Accessible and Inclusive Service Delivery (AODA) policy and associated procedures, which are published and available to employees, outlines the steps for facilitating return to work following a disability and associated accommodation requirements. Individual Accommodation Plans are created for all return to work plans that include accommodation requirements.</p> <p><a href="#">Click HERE to read the AISD Policy</a></p>	Completed	<p>Original Compliance Date: January 1, 2016</p> <p>Current Procedure Date: April 4, 2018</p>
29		<p>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.</p>	<p>London Hydro is compliant with this requirement.</p>	Completed	<p>Original Compliance Date: January 1, 2016</p> <p>Current Procedure Date: April 4, 2018</p>
30	Performance Management	<p>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.</p>	<p>London Hydro is committed to ensuring that the accommodation information contained in an individual accommodation plan is taken into consideration during performance management processes.</p>	As required	<p>Original Compliance Date: January 1, 2016</p>
31	Career Development & Advancement	<p>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</p>	<p>London Hydro is committed to ensuring that career development and advancement processes take documented accommodation requirements into consideration.</p>	As required	<p>Original Compliance Date: January 1, 2016</p>

		career development and advancement to its employees with disabilities.			
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.	London Hydro will consider the accessibility needs of individuals with disabilities and, if required adjust their supports to fit their new role.	As required	Original Compliance Date: January 1, 2016

#### PART IV.1 – Design of Public Spaces Standards

Section	Initiative	Description	Action	Status	Compliance Date
80.21-80.31	Exterior Paths of Travel	<p>80.21 (1) This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience.</p> <p>(2) This Part does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992.</p>	London Hydro will review and ensure it meets all compliance requirements for newly constructed or redeveloped exterior paths of travel.		
80.32-80.39	Accessible Parking	Obligated organizations shall ensure that when construction new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part.	London Hydro will review and ensure it meets all compliance requirements for newly constructed or redeveloped off street parking facilities.		
80.41	Service Counters	<p style="text-align: center;">80.41</p> <p>(1) When construction new service counters, which includes replacing existing service counters, the following requirements must be</p>	London Hydro will review and ensure it meets all compliance requirements if constructing new service counters or replacing		

		<p>met:</p> <ol style="list-style-type: none"> <li>1. There must be a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and services counters.</li> <li>2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</li> </ol> <p>(2) The service counter that accommodates mobility aids must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. The countertop height must be such that it is usable by a person seated in a mobility aid.</li> <li>2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.</li> <li>3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.</li> </ol>	existing service counters.		
80.43	Waiting Areas	<p>80.43 (1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.</p> <p>(2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.</p>	London Hydro will review and ensure it meets all compliance requirements if constructing a new waiting area or redeveloping an existing waiting area.		
80.44	Maintenance of Accessible Elements	80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small	London Hydro has procedures in place for dealing with preventative and emergency maintenance of		Current Procedure Date:

		<p>organizations, shall ensure that their multiyear accessibility plans include the following:</p> <ol style="list-style-type: none"><li>1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.</li><li>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are no in working order.</li></ol>	<p>accessible elements in public spaces and when dealing with temporary disruptions when accessible elements are not in working order for its waiting areas and service counters.</p>		<p>December 2018</p>
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