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1.0 PURPOSE

The purpose of this policy is to facilitate and ensure compliance with Regulation 191/11, “Integrated Accessibility Standards” (Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005.

2.0 SCOPE

The Accessibility for Ontarians with Disabilities Act (2005) (AODA) requires all service providers remove barriers faced by people with disabilities. The purpose of the AODA is to move organizations in Ontario forward on accessibility with the long term goal of a barrier-free Ontario by 2025. The Act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life.

The Regulation deals with standards designed to break down barriers with regards to accessibility in the areas of information and communication, employment, transportation and design of public spaces.

This policy describes how Hydro One Sault Ste. Marie LP (Hydro One SSM) has achieved or will achieve the accessibility requirements set out in the Regulation. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities.

3.0 DEFINITIONS

<i>Accessible Formats</i>	Includes large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
<i>Accommodation</i>	Means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.
<i>Communication Supports</i>	Includes captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
<i>Communications</i>	Means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
<i>Information</i>	Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
<i>Redeployment</i>	Means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.
<i>Unconvertible</i>	Means it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.
<i>Web Content Accessibility Guidelines</i>	Means the World Wide Web consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines” (WCAG).

4.0 RESPONSIBILITIES

The General Manager or his/her Delegate is responsible for implementing and maintaining this procedure. Managers, Employees, Contractors and Subcontractors also have responsibilities outlined in this procedure.

5.0 REQUIREMENTS AND GUIDELINES

5.1 General Standards

Hydro One SSM's Commitment to Accessibility

Hydro One SSM 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 person 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.

Hydro One SSM's Multi-Year Accessibility Plan

As part of its commitment to accessibility, Hydro One SSM's Multi-Year Plan outlines our phased-in strategy and actions that we have taken or that we will take to achieve accessibility through meeting the requirements under the Regulation. The Plan shows our organization's commitment to removing barriers and preventing new ones.

Hydro One SSM will review and update its Multi-Year Accessibility Plan every five years. The Multi-Year Accessibility Plan can be accessed on Hydro One SSM's website on the "our Commitment" tab under "Accessibility". Hydro One SSM's Multi-Year Accessibility Plan and is available in an accessible format when requested.

<http://www.hydroonessm.com/>

5.2 Training

Hydro One SSM will provide training on the requirements referred to in the Regulation and in the Hyman Rights Code as it relates to people with disabilities, to:

- all employees;
- all persons who participate in developing the organization's policies; and
- all other persons who provide goods, services or facilities on behalf of the organization.

Training will be provided as soon as practical and in a way that best suits the duties of employees, volunteers and other staff members. If any changes are made to this Policy or the legislative requirements, updated training will be provided. We will maintain a record of the dates when training was provided and the number of individuals to who it was provided.

5.3 Information and Communications Standards

Feedback

Hydro One SSM is committed to ensuring that processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.

Feedback regarding accessibility may be submitted to Hydro One SSM by the methods below:

Online: Accessibility Standards Feedback Form
Office: 705-254-7444
Fax: 705-759-7706
Email: inquiries@hydroonessm.com
Mail: Hydro One Sault Ste. Marie LP
Attention: Accessibility / Human Resources
2 Sackville Road, Suite B
Sault Ste. Marie, ON P6B 6J6

Accessible Formats and Communication Supports

Upon request, Hydro One SSM will provide accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs. We will consult with the person making the request in determining the suitability of an accessible format or communication support. We will also notify the public about the availability of accessible formats and communication supports, including the respect to the feedback process.

If Hydro One SSM determines that it is not feasible to convert the information or communications or the technology to convert the information is not readily available, we will provide the individual who requires the information with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information.

Emergency Procedure, Plans and Public Safety Information

If Hydro One SSM prepares emergency procedures, plans or public safety information and makes the information available to the public, we will provide the information in an accessible format or with appropriate communication supports upon request.

Accessible Websites and Web Content

Any new internet website will conform with Web Content Accessible Guidelines 2.0, Level A. Hydro One SSM will ensure that all of its internet websites and web content will conform with WCAG 2.0, Level AA by January 1, 2021.

5.4 Employment Standards

Recruitment

Hydro One SSM is committed to fair and accessible employment practices. Hydro One SSM will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Hydro One SSM will 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.

If a selected applicant requests an accommodation, Hydro One SSM will consult with the applicant and provide a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

Notice to Successful Applicants

When making offers of employment, Hydro One SSM will notify the successful applicant of its policies for accommodating employees with disabilities.

Supporting Employees with Disabilities

Hydro One SSM will inform its employees of its policies and any updates to those policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon request of an employee with a disability, Hydro One SSM will consult with the employee to provide accessible formats and communication supports for:

- information that is needed to perform the employee's job, and
- information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, we will consult with the employee making the request.

Workplace Emergency Response Information

Hydro One SSM will provide individualized workplace emergency response information, where necessary, to employees who have a disability and Hydro One SSM is aware of the need for accommodation. We will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, we will, with the consent of the employee, provide the workplace emergency response information to the person designated by Hydro One SSM to provide assistance to the employee.

We will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when we review our general emergency response policies.

Documented Individual Accommodation Plans

Hydro One SSM will maintain a written process for developing documented individual accommodation plans for employees with disabilities that will include the following elements as required by the Regulation:

- the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- the means by which the employee is assessed on an individual basis;
- the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
- 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;

- the steps taken to protect the privacy of the employee's personal information;
- the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- if an individual accommodation plan is denied, the reasons for the denial will be provided to the employee; and
- the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

The plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Hydro One SSM will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps we will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process does not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act).

Performance Management, Career Development and Advancement & Redeployment

Hydro One SSM will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

5.5 Design of Public Spaces

Hydro One SSM has reviewed the requirements of the Design of Public Spaces Standards and determined that no related actions are required.

Hydro One SSM does not have any recreational trails, beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, or off-street parking.

Hydro One SSM does not plan to construct, replace or redevelop any public service counters, fixed queuing guides, or waiting areas.

Should these plans change, Hydro One SSM will meet the applicable requirements and will revise this Policy accordingly.

6.0 RECORDS MANAGEMENT

6.1 Form

- Not applicable

6.2 Related Documentation

- Accessibility Standards for Customer Service Policy
- Accommodation for People with Disabilities
- Hydro One SSM's Multi-Year Accessibility Plan

6.3 Records

- Not applicable