



**Oshawa Power’s Multi-Year Accessibility Plan 2019-2023**  
**Accessibility for Ontarians with Disabilities Act, 2005**

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**Oshawa Power’s Commitment:**

Oshawa PUC Networks Inc. is committed and guided by the four (4) principles of Dignity, Independence, Integration, and Equal Opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms and the Accessibility for Ontarians with Disabilities Act, 2005.

Oshawa PUC Networks Inc. shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this plan and the policies within. This commitment extends to customers, residents, visitors, and employees.

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**Customer Service Accessibility Standards**

Section	Requirement	Description	Action	Compliance Date	Status
3	Establishment of policies, practices, and procedures	3. (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. This 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.	Oshawa Power has an “Accessibility Policy” and an Integrated Accessibility Standards Regulations (IASR) Policy that incorporates all the requirements. These documents are available to the public and available in alternate formats.	2014	Complete

5	Notice of temporary disruptions	5. (1) If, in order to obtain, use or benefit from a provider's good or services, persons with disabilities usually use the particular facilities or services of the provider and if there is a temporary disruption in these facilities or services in whole or in part, the providers shall give notice of the disruption to the public.	Oshawa Power will provide notice of disruption of services to the public that includes: reason for the disruption, anticipated duration, alternative facilities or services.  Notice may be provided in at least one of the following ways: in person, via telephone, notice physically posted on site of the disruption, notice on Company website and social media.	2014	Complete
7	Training for Staff	6. (1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities: 1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise. 2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.	Oshawa Power conducted mandatory training for all staff on the IASR and Ontario Human Rights Code.	2014	Complete and Ongoing
7	Feedback Process for Providers of Goods or Services	7. (1) Every provider of goods or services shall establish a process for receiving and	Oshawa Power accepts feedback from the public in a variety of methods	2014	Complete and Ongoing

		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.	including phone, in-person, fax, email, and via feedback forms. All feedback is reviewed, complaints will be investigated, and follow-up is provided to the customer if requested.		
8	Notice of Availability of Documents	8. (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.	Oshawa Power will provide the public notice of the availability of documents required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided on Oshawa Power's website and via Customer Service email notices.	2014	Complete and Ongoing

## Integrated Accessibility Standards

### Part I – General Requirements

Section	Requirement	Description	Action	Compliance Date	Status
3	Establishment of Accessibility Policy	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.	Oshawa Power has an "Accessibility Policy" and an Integrated Accessibility Standards Regulations (IASR) Policy that incorporates all the requirements. These documents are available to the public and available in alternate formats.	2014	Complete
4	Accessibility Plans	4. (1) Large organizations shall, (a) establish,	Oshawa Power's Multi-Year Accessibility Plan is	2014	Original Plan: 2013

		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.	available on Oshawa Power's website and in accessible formats upon request.  The Plan will be reviewed at least every 5 years.		Updated/Current Plan: October 2019
6	Self-Service Kiosks	6. (2) Large organizations and small organizations shall have regard for the accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks.	Oshawa Power has a self-service kiosk in the main building lobby at 100 Simcoe St S.	N/A	Complete  Further functionality improvements: In Progress
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;(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.	Oshawa Power conducted training on the Integrated Accessibility Standards (IASR) and the Ontario Human Rights Code as it pertains to peoples with disabilities for all employees and Board members.  As an ongoing initiative, Oshawa Power will continue to train new employees on the Integrated Accessibility Standards (IASR) and the Ontario Human Code as it	2014	Complete and Ongoing

pertains to peoples with disabilities.

**Part II – Information and Communications Standards**

Section	Requirement	Description	Action	Compliance Date	Status
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.	Oshawa Power accepts feedback from the public in a variety of methods including phone, in-person, fax, email, and via feedback forms. All feedback is reviewed, complaints will be investigated, and follow-up is provided to the customer if requested.	2014	Complete and Ongoing
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. 12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Oshawa Power will 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.  We will responsively assist individuals requesting accessible formats for communication supports.	2014	Complete and Ongoing

		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.			
13	Emergency Procedures, Plans, or Public Safety Info	13. (1) In addition to its obligation 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.	Oshawa Power's website includes a Safety & Outages section that can be accessed online. This section includes articles, videos, tips, and legislation for Safety & Emergency Preparedness.	2014	Complete
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.	Oshawa Power is currently developing a new internet website to comply with all requirements.	2021	In Progress

## Part III – Employment Standard

Section	Requirement	Description	Action	Compliance Date	Status
22	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 job vacancy postings.	2016	Complete
23	Recruitment, Assessment, or Selection Process	<p>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.</p> <p>23. (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.</p>	Prospective applicants are advised of the availability of accommodations on job vacancy postings. Suitable accommodations will be made upon request and in consultation with the applicant.	2016	Complete and Ongoing
24	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, the Accommodation Policy, and the Individual Accommodation Plan process during orientation.	2016	Complete and Ongoing
25	Informing Employees of Supports	25. (1) Every employer shall inform its employees of its	New employees are advised of their right to	2016	Complete and Ongoing

		<p>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>25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>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.</p>	<p>request accommodation, the Accommodation Policy, and the Individual Accommodation Plan process during orientation. Oshawa Power's Accessibility Policy and Integrated Accessibility Standards Policy is available to all employees. Orientation activities occur within the first few days of employment. Emergency assistance information is collected on the first day of employment. Oshawa Power will provide updates to employees as required regarding any changes to existing policies or provision of job accommodations.</p>		
26	Accessible Formats & Communication Supports for Employees	<p>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:</p> <p>(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.</p>	<p>Human Resources &amp; Health &amp; Safety will arrange for the identification and delivery of reasonable and appropriate accommodations, formats, and supports. The employee making the request for accommodation will be consulted to assist in determining a suitable accessible format or communication support.</p>	2016	Complete and Ongoing



		<p>26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>			
27	Workplace Emergency Response Information	<p>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.</p> <p>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.</p> <p>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.</p>	<p>Oshawa Power has an Emergency Preparedness program in place that is published and available to all employees.</p> <p>Accommodation needs will be incorporated into Workplace Emergency Response practices, procedures, and communication as per the requirements.</p> <p>Oshawa Power is committed to ensuring that information is provided in a timely manner once the employer is aware of the need for accommodation.</p> <p>Oshawa Power will review individualized workplace emergency response information when required.</p>	2016	Complete and Ongoing

		<p>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 the general emergency response policies.</p>			
28	Documented Individual Accommodation Plans	<p>28.(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>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> </ol>	<p>Oshawa Power has a process for Individual Accommodation Plans. The process is outlined in Oshawa Power's Integrated Accessibility Standards (IASR) policy.</p>	2016	Complete

		<ol style="list-style-type: none"><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 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>5. The steps taken to protect the privacy of the employee's personal.</li><li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li><li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be</li></ol>			
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		<p>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: (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> <p>29. (2) The return to work process shall: (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> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to</p>	Oshawa Power has a Return to Work process for employees that require accommodation due to a disability. The Return to Work policy and procedure is documented and available to all employees.	2016	Complete

		work process created by or under any other statute.			
30	Performance Management	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.	Oshawa Power is committed to ensuring that the accommodation information contained in an individual accommodation plan is taken into consideration during performance management processes.	2016	Complete and Ongoing as Required
31	Career Development & Advancement	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 career development and advancement to its employees with disabilities.	Oshawa Power is committed to ensuring that career development and advancement processes take documented accommodation requirements into consideration.	2016	Complete and Ongoing as Required
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.	Oshawa Power will consider the accessibility needs of individuals with disabilities and, if required, adjust their supports to fit their new role.	2016	Complete and Ongoing as Required

## Part IV.1 Design of Public Spaces

Section	Requirement	Description	Action	Compliance Date	Status
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>	Oshawa Power 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 of 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.	Oshawa Power will review and ensure it meets all compliance requirements for newly constructed or redeveloped off street parking facilities.		
80.41	Service Counters	<p>(1) When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <p>1. There must be a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible</p>	Oshawa Power will review and ensure it meets all compliance requirements if constructing new service counters or replacing existing service counters.		

		<p>service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.</p> <p>2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</p> <p>(2) The service counter that accommodates mobility aids must meet the following requirements:</p> <p>1. The countertop height must be such that it is usable by a person seated in a mobility aid.</p> <p>2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.</p> <p>3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.</p>			
80.43	Waiting Areas	<p>(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 (3) percent 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</p>	Oshawa Power will review and ensure it meets all the compliance requirements if constructing a new waiting area or redeveloping an existing waiting area.		

		space in the seating area where an individual using a mobility aid can wait.			
80.44	Maintenance of Accessible Elements	<p>In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their Multi-Year 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 for this Part.</li> <li>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.</li> </ol>	Oshawa Power has procedures in place for dealing with preventative and emergency maintenance of 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.	2017	Complete