

# HYDRO ONE'S MULTI-YEAR ACCESSIBILITY PLAN

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

### HYDRO ONE COMMITMENT

Hydro One 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*.

### PART I – GENERAL REQUIREMENTS

Section	Requirement	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	Hydro One has an <i>Integrated Accessibility Standards Policy</i> (SP 1710) and an <i>Accessibility Standards for Customer Service Policy</i> (SP 1270), both of which are available to the public in accessible formats upon request. The <i>Integrated Accessibility Standards Policy</i> includes Hydro One's general commitment to meet the accessibility needs of persons with disabilities.	Complete	January 1, 2014
4	Accessibility Plans	(1) Large organizations shall, <ul style="list-style-type: none"> <li>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;</li> <li>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> <li>c) review and update the accessibility plan at least once every five years.</li> </ul>	Hydro One's Multi-Year Accessibility Plan is available on Hydro One's website at: <a href="https://www.hydroone.com/about/corporate-social-responsibility/accessibility">https://www.hydroone.com/about/corporate-social-responsibility/accessibility</a> and in accessible format upon request.  The plan will be reviewed every 5 years.	Complete	January 1, 2014

7	Training	<p>(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 <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> <li>a) all of its 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>	<p>In Q1 2015, Hydro One implemented a mandatory e-learning diversity training module that deals specifically with customer service requirements and <i>Human Rights Code</i> as it pertains to people with disabilities. Hydro One has also developed a general training module on the other applicable requirements of the Integrated Accessibility Standards Regulation.</p> <p>Confirmation of training by all staff will be maintained.</p> <p>Hydro One's contracts with contractors will mandate compliance with the <i>Integrated Accessibility Standards Policy</i> (SP 1710) and <i>Accessibility Standards for Customer Service Policy</i> (SP 1270), as applicable.</p>	Complete	January 1, 2015
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**PART II – INFORMATION AND COMMUNICATIONS STANDARDS**

Section	Requirement	Description	Action	Status	Compliance Date
11	Feedback	(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>A feedback process is established and outlined on Hydro One’s Accessibility page of its website at:  <a href="https://www.hydroone.com/about/corporate-social-responsibility/accessibility">https://www.hydroone.com/about/corporate-social-responsibility/accessibility</a></p> <p>The feedback process permits persons to provide their feedback in person, online, by telephone, fax, in writing or by email.</p>	Complete	January 1, 2015
12	Accessible Formats & Communication Supports	<p>(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,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Through its partnership with eSSENTIAL Accessibility™, Hydro One offers free software to enable persons with disabilities to navigate the web to improve their online experience. It is available on Hydro One’s the Accessibility page of <a href="http://www.HydroOne.com">www.HydroOne.com</a> here:  <a href="https://www.hydroone.com/about/corporate-social-responsibility/accessibility">https://www.hydroone.com/about/corporate-social-responsibility/accessibility</a></p> <p>Persons with disabilities may request an accessible format of Hydro One’s accessibility documents.</p>	Complete	January 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
13	Emergency Procedures, Plans or Public Safety Information	(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.	<p>Hydro One’s website includes a Corporate Health and Safety page which includes our Public Safety Policy and Hydro One Health and Safety Policy that can be accessed here: <a href="https://www.hydroone.com/power-outages-and-safety/corporate-health-and-safety">https://www.hydroone.com/power-outages-and-safety/corporate-health-and-safety</a></p> <p>Hydro One’s Corporate Health and Safety webpage also includes links for:</p> <ul style="list-style-type: none"> <li>(i) a page entitled “Emergency Responders” which explains how emergency personnel respond to emergencies involving electrical equipment:  <a href="https://www.hydroone.com/power-outages-and-safety/corporate-health-and-safety/emergency-responders-and-preparedness">https://www.hydroone.com/power-outages-and-safety/corporate-health-and-safety/emergency-responders-and-preparedness</a>  and the page also provides an Emergency Preparedness Checklist:  <a href="https://www.hydroone.com/power-outages-and-safety/corporate-health-and-safety/emergency-responders-and-preparedness">https://www.hydroone.com/power-outages-and-safety/corporate-health-and-safety/emergency-responders-and-preparedness</a>); and</li> <li>(ii) pages that include information on Children’s Safety and Electric and Magnetic Effects.</li> </ul> <p>For those individuals that have a vision impairment, mobility challenge or disability that makes browsing the Internet difficult, Hydro One offers free software that can help them navigate and view the Internet.</p>	Complete	January 1, 2012

Section	Requirement	Description	Action	Status	Compliance Date
14	Accessible Websites & Web Content	(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.	<p>Hydro One's first corporate website was designed and launched prior to January 1, 2014. Hydro One's new corporate website was launched on August 21, 2017 and was designed to comply with the WCAG 2.0 Level A standard.</p> <p>Work is in progress towards compliance with WCAG 2.0 Level AA by January 1, 2021.</p>	In progress	<p><b>January 1, 2014</b></p> <p>New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p><b>January 1, 2021</b></p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <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>

**PART III – EMPLOYMENT STANDARDS**

Section	Requirement	Description	Action	Status	Compliance Date
22	Recruitment - General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Hydro One has a document entitled “ <i>Developing Accommodation Plans for Employees with Disabilities Procedure</i> ” (PR 0884).  Hydro One’s Offer letters, external website and internal website notify employees and the public of availability of accommodation.	Complete	January 1, 2016
23	Recruitment, Assessment or Selection Process	(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.	Correspondence to applicants selected for interviews or further assessment include availability of accommodation.  Suitable accommodation will be discussed with a selected applicant upon request.	Complete	January 1, 2016
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Hydro One notifies successful applicants of its policies for accommodating employees with disabilities in all offer letters.	Complete	January 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
25	Informing Employees of Supports	<p>(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.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(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>Hydro One's internal website informs its employees of Hydro One's commitment to accommodating employees with a disability based on their individual needs.</p> <p>Hydro One has a procedure entitled "<i>Developing Accommodation Plans for Employees with Disabilities Procedure</i>" (PR 0884) which is accessible by all employees on its internal website.</p> <p>Employees will be informed of any changes to the relevant policies and procedures.</p>	Complete	January 1, 2016
26	Accessible Formats and Communication Supports for Employees	<p>(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</p> <p>b) information that is generally available to employees in the workplace.</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Upon the request of an employee with a disability, Hydro One will consult with the employee to provide accessible formats and communication supports for:</p> <p>i. information that is needed to perform the employee's job, and</p> <p>ii. information that is generally available to other employees.</p>	Complete	January 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
27	Workplace Emergency Response Information	<p>(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>(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>(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>(4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> <li>a) when the employee moves to a different location in the organization;</li> <li>b) when the employee's overall accommodations needs or plans are reviewed; and</li> <li>c) when the employer reviews its general emergency response policies.</li> </ul>	Hydro One has a process in place for providing individualized emergency response information.	Complete	January 1, 2012



Section	Requirement	Description	Action	Status	Compliance Date
28	Documented Individual Accommodation Plans	<p>(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>(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 assist the employer in determining 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 information.</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 provided to the employee.</li> </ol> <p>(Continued on next page)</p>	Hydro One's procedure entitled " <i>Developing Accommodation Plans for Employees with Disabilities Procedure</i> " (PR 0884), <i>Fit For Duty Policy</i> (SP 0886), sick leave plans and associated processes deal with these individual accommodation plan requirements.	Complete	January 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
28	Documented Individual Accommodation Plans (Continued)	<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> <p>(3) Individual accommodation plans shall,</p> <p>a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>c) identify any other accommodation that is to be provided.</p>			
29	Return to Work Process	<p>(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>(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 documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>(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>	Hydro One has a return to work process for employees that require accommodation due to a disability.	Complete	January 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
30	Performance Management	(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.	Hydro One's performance management processes take into account the accommodation needs of employees with disabilities.	Complete	January 1, 2016
31	Career Development and Advancement	(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.	Hydro One's career development and advancement processes take into account the accommodation needs of employees with disabilities.	Complete	January 1, 2016
32	Redeployment	(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.	Redeployment is used for represented union staff and the collective agreements document that accessibility needs are considered when placement arises from redeployment. Hydro One's redeployment processes for management staff also take into account the accommodation needs of employees with disabilities.	Complete	January 1, 2016

**PART IV.1 – DESIGN OF PUBLIC SPACES STANDARDS**

Section	Requirement	Description	Action	Status	Compliance Date
80.6-80.15	Trails	<p>This Part applies to newly constructed and redeveloped recreational trails that an obligated organization intends to maintain, but does not apply to the following types of recreational trails:</p> <ol style="list-style-type: none"> <li>1. Trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles.</li> <li>2. Wilderness trails, backcountry trails and portage routes.</li> </ol>		Not Applicable	January 1, 2017
80.7	Beach Access Routes	<p>This Part applies to newly constructed and redeveloped beach access routes that an obligated organization intends to maintain, including permanent and temporary routes and temporary routes that are established through the use of manufactured goods, which can be removed for the winter months.</p>		Not Applicable	January 1, 2017
80.16-80.17	Outdoor Public Use Eating Areas	<p>(1) The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). (2) The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds and on university campuses and are specifically intended for use by the public as a place to consume food.</p>		Not Applicable	January 1, 2017

Section	Requirement	Description	Action	Status	Compliance Date
80.18-80.20	Outdoor Play Spaces	<p>(1) This Part applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.</p> <p>(2) The outdoor play spaces to which subsection (1) applies consist of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers.</p>		Not Applicable	January 1, 2017
80.21-80.31	Exterior Paths of Travel	<p>(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>		Not Applicable	January 1, 2017
80.32-80.39	Accessible Parking	Obligated organizations shall ensure that when constructing 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.		Not Applicable	January 1, 2017

Section	Requirement	Description	Action	Status	Compliance Date
80.41	Service Counters	<p>(1) When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> <li>1. There must be at 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 service 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>	Hydro One's new service counters meet the relevant requirements.	Complete	January 1, 2017
80.42	Fixed Queuing Guides	<p>When constructing new fixed queuing guides, the following requirements must be met:</p> <ol style="list-style-type: none"> <li>1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.</li> <li>2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.</li> <li>3. The fixed queuing guides must be cane detectable.</li> </ol>		Not Applicable	January 1, 2017

Section	Requirement	Description	Action	Status	Compliance Date
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 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>	Hydro One's new waiting areas comply with the requirements.	Complete	January 1, 2017
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 under 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>	Hydro One 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.	Complete	January 1, 2017

**PART IV.2– CUSTOMER SERVICE STANDARDS**

Section	Requirement	Description	Action	Status	Compliance Date
80.46	Establishment of Policies	<p>(1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.</p> <p>(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.</p>	<p>Hydro One has an <i>Accessibility Standards for Customer Service Policy</i> (SP 1270) that incorporates the requirements in this Part. This document is available to the public in alternative formats.</p> <p>Hydro One’s primary means of interaction with its customers is through its website and through its Call Centre.</p>	Complete	July 1, 2016
80.47	Use of Service Animals and Support Persons	<p>(1) This section applies if goods, services or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if the public or third parties have access to the premises. O. Reg. 165/16, s. 16.</p> <p>(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises</p>	<p>Hydro One’s <i>Accessibility Standards for Customer Service Policy</i> (SP 1270) address the use of service animals and support persons.</p>		



Section	Requirement	Description	Action	Status	Compliance Date
80.48	Notice of Temporary Disruptions	(1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	<p>Hydro One has a process whereby a designation of "Vital Services" is placed on a customer's account to signify that someone in the customer's household has a human life threatening medical need and would be medically affected by a power outage (e.g. dependent on electrically powered medical equipment, such as ventilator or kidney dialysis machine). Hydro One has a process whereby it notifies these customers of any planned interruptions and to provide the customer with an estimated restoration time. This will allow the customer to determine if they need to consider relocating until the power has been restored. This is incorporated in the <i>Accessibility Standards for Customer Service Policy</i> (SP 1270).</p> <p>Hydro One also provides up-to-date outage, service disruption, information on its customer web site and its outage app for mobile devices.</p>	Complete	July 1, 2016
80.49	Training for Staff	<p>(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who is an employee of, or a volunteer with, the provider.</li> <li>2. Every person who participates in developing the provider's policies.</li> <li>3. Every other person who provides goods, services or facilities on behalf of the provider.</li> </ol>	Hydro One has issued a mandatory training course to all staff entitled "Accessibility Standards for Ontarians with Disabilities – Customer Service Standards" in Hydro One's Learning Management System.	Complete	July 1, 2016

Section	Requirement	Description	Action	Status	Compliance Date
80.50	Feedback Process	<p>(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p> <p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p> <p>(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request.</p>	<p>A feedback process is established and outlined on Hydro One's Accessibility page of its website at:</p> <p><a href="https://www.hydroone.com/about/corporate-social-responsibility/accessibility">https://www.hydroone.com/about/corporate-social-responsibility/accessibility</a></p> <p>The feedback process permits persons to provide their feedback in person, online, by telephone, fax, in writing or by email.</p>	Complete	July 1, 2016