

ESA's Multi-Year Accessibility Plan

I. Overview of Plan and Statement of Commitment

The Electrical Safety Authority (“ESA”) is committed to meeting its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA” or the “Act”), as well as the related Standards, namely, the *Integrated Accessibility Standards Regulation* (Regulation 191/11) (the “IASR”) and the *Accessibility Standards for Customer Service* (Regulation 429/07) (the “ASCS”).

Building on both ESA’s Integrated Accessibility Standard Policy, and ESA’s Accessible Customer Service Policy, ESA is committed to treating all people in a way that allows them to maintain their dignity and independence. ESA believes in integration and equal opportunity. ESA is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting requirements under the AODA and its Regulations.

As part of ESA’s commitment to meeting its obligations under the Act, ESA has developed this multi-year plan that outlines ESA’s strategy to prevent and remove barriers and meet its requirements under the AODA.

ESA’s Multi-Year Accessibility Plan will be reviewed and updated by ESA at least once every five years.

II. Establishment of, and Access to, Accessibility Policies and Plan

ESA has:

1. Developed, implemented, and is maintaining, corporate policies, namely the *Accessible Customer Service Policy*, and the *Integrated Accessibility Standard Policy*, governing how the organization will achieve accessibility [s. 3(1) IASR];
2. Established, implemented, and is maintaining, a Multi-Year Accessibility Plan which outlines ESA’s strategy to prevent and remove barriers and meet the requirements under the AODA and its Regulations. This plan includes a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner [s. 4(1)(a-c) IASR];
3. Made corporate policies on accessibility and the Multi-Year Accessibility Plan available to the public on ESA’s website, and makes them available in accessible formats upon request [s. 3(3)(b) and s. 4(1)(b) IASR]; and
4. Makes Emergency Procedures, Plans or Public Safety Information that are already available to the public, available in accessible formats or with appropriate communication supports upon request [s. 13(1) IASR].

III. Training

ESA has:

1. Provided initial training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation appropriate to their duties to
 - a) All ESA employees, volunteers, and any others who may be acting on ESA's behalf in dealing with the public or any other third parties;
 - b) All employees involved in the development of ESA's policies; and
 - c) All other persons who provide goods, services or facilities on behalf of the ESA [s. 7 IASR]; and
2. Maintained records of the training that was provided, the dates when training was completed and the names of the individuals who completed the training [s. 7 IASR].

IV. Information and Communications Standards

A. Accessible Websites and Web Content

Should ESA launch a new internet website or significantly refresh an existing internet website on or after January 1, 2014, ESA will ensure that the website and all content on the website that has been posted since January 1, 2012, conform to World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG") 2.0 Level A [s. 14(2) and (4) IASR].

By January 1, 2021, ESA will:

Make ESA's Internet websites and web content conform to WCAG 2.0 Level AA, except for exclusions set out in the IASR [s. 14(2) and (4) IASR].

B. Feedback, Accessible Formats and Communication Supports

ESA has:

1. Ensured any emergency procedures, plans or public safety information that is made available to the public, can be made available in an accessible format, or with appropriate communication supports, as soon as practicable upon request [s.13 IASR];
2. Ensured that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports to be available upon request [s. 11 IASR].
3. Put a statement on ESA's website about the availability of accessible formats and communication supports and, upon request, shall provide or arrange for the provision of accessible formats and communication supports in a timely manner at no additional cost to the requester [s. 12 IASR].

V. Employment Standards

A. Individualized Workplace Emergency Response Information

As applicable, ESA will:

Provide individualized workplace emergency response information to employees who have a disability where the disability is such that the individualized information is necessary, and ESA is aware of the need for accommodation due to the employee's disability [s. 27 IASR].

B. Recruitment

ESA:

1. Notifies employees and the public that accommodations are available for applicants with disabilities in ESA's recruitment process [s. 22 IASR];
2. Informs applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request, in relation to materials and/or processes to be used [s. 23(1) IASR];
3. Upon request by a selected applicant, consults with the applicant and arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability [s. 23(2) IASR]; and
4. Notifies the successful applicant, when making offers of employment, of ESA's policies for accommodating employees with disabilities [s. 24 IASR].

C. Informing Employees of Supports

ESA:

1. Informs employees and new hires (as soon as practicable) of ESA's policies to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account the employee's accessibility needs due to a disability; and keep employees up-to-date on changes to these policies [s. 25(1)-(3) IASR]; and
2. Upon request from an employee with a disability, and further to consultation with the employee, provides for suitable accessible formats and communication supports for: information needed by the employee to perform their job, and information that is generally available to employees at ESA [s. 26 1-2 IASR].

D. Documented Individual Accommodation Plans / Return to Work Process

As applicable, ESA:

1. Has a written process for the development of documented individual accommodation plans which include all the requirements set out the IASR [s. 28 IASR]; and
2. Has a return to work process for employees who have been absent due to a disability and require disability-related accommodation to return to work; which process outlines

the steps ESA will take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process [s. 29 (1)-(3) IASR].

E. Performance Management, Career Development / Advancement, & Redeployment

ESA:

Takes into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing ESA's performance management processes, considering career development and advancement opportunities and redeployment of its employees with disabilities [ss. 30-32 IASR].

VI. Design and Use of Public Spaces

ESA will meet the IASR for all public spaces should any such construction or redevelopment take place in the future.

ESA will take appropriate steps to maintain and repair accessible elements of its public spaces.

ESA will monitor public spaces that include accessible elements for deterioration and damage, and, in the event that accessible elements are not in working order, ESA will take appropriate steps to resolve the issue in a timely manner. Where necessary and appropriate, and in accordance with the IASR, ESA will notify the public of any service disruptions, reasons for and anticipated duration of the disruptions, and available alternatives. [s. 80(44) IASR].

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