

Policy Title	Policy Number	Date Created
Integrated Accessibility Standards Policy	LEG.P.1.8	January 1, 2014
Issuing Department	Version	Applicability
Legal	1.0	ESA
Author/Title	Owner/Title	Last Revision
Christopher Jodhan	VP & General Counsel	January 1, 2014

Integrated Accessibility Standards Policy

Version History

Version	Author	Key Changes
1.0	Christopher Jodhan, VP & General Counsel	Original Policy

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1.0 Purpose

The purpose of this Policy and associated procedures is to provide a framework for breaking down barriers and increasing accessibility for persons with disabilities in the areas of information, communications, and employment in accordance with the *Accessibility for Ontarians with Disabilities Act* (“AODA”) and the *Integrated Accessibility Standards Regulation* (“IASR”).

2.0 Scope

- 2.1 This Policy applies to all employees and all persons who have authority to act on behalf of ESA.
- 2.2 Nothing in this Policy diminishes in any way, ESA’s legal obligations with respect to persons with disabilities which are otherwise imposed by law.

3.0 Objective

The objective of this Policy and associated procedures is to ensure compliance with the AODA and IASR.

4.0 Policy Content

4.1 Policy Statement

ESA is committed to meeting its obligations to meet the accessibility needs of persons with disabilities in a timely manner in accordance with the AODA and the IASR.

4.2 Accessibility Plan and Policy

ESA shall maintain a Multi-Year Accessibility Plan and this Policy in accordance with the IASR. These documents shall be publicly available on ESA’s website, and provided in an accessible format and with communications supports for persons with disabilities upon request.

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4.3 Training

ESA will provide training to all employees in accordance with the requirements set out in the IASR.

4.5 Information and Communications

4.5.1 Feedback

ESA will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities in accordance with the IASR.

4.5.2 Accessible Formats and Communication Supports

ESA shall provide or arrange for accessible formats and communication supports for persons with disabilities upon request in accordance with the requirements of the IASR.

4.5.3 Accessible Websites and Web Content

ESA's websites and web content shall conform to the requirements under the IASR, except where not practicable to do so.

4.6 Employment Standards

ESA will meet all requirements with respect to accessible employment standards under the IASR in a timely manner in accordance with associated procedures.

5.0 Legislative Authority

- *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11*
- *Integrated Accessibility Standards, Ontario Regulation 191/11*
- *Human Rights Code, R.S.O. 1990, c. H.19*

6.0 Evaluation, Monitoring and Review

ESA's General Counsel will regularly review and monitor this Policy to ensure that it remains current, relevant, and effective in meeting its purpose and objective.

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7.0 Interpretation

For purposes of this Policy, unless otherwise stated, the following definitions shall apply:

<u>TERM</u>	<u>DEFINITION</u>
Accessible Formats:	May include, but is not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
AODA:	<i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11;</i>
Barrier:	Anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy or practice.
Communication Supports:	May include, but is not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
Disability:	Includes (per the definition in the Ontario Human Rights Code (“OHRC”)) as follows: <ul style="list-style-type: none"> • Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; • A condition of mental impairment or a developmental disability; • A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; • A mental disorder; or • An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

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ESA: Electrical Safety Authority

IASR: *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*

OHRC: *Ontario Human Rights Code, R.S.O. 1990, c. H.19*

8.0 Associated Policies and Procedures

- Accessible Customer Service Policy
- Complaint Policy

9.0 Associated References

- ESA's Multi-Year Accessibility Plan