



Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act (AODA)
2022 - 2025



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Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) was proclaimed by the Province of Ontario in 2005. The legislation aims to develop, implement and enforce accessibility standards in order to achieve full accessibility in the Province by 2025.

Algonquin Power & Utilities Corp (hereinafter referred to as the “Company”, “we”, “us” or “our”), is committed to working towards full compliance with current standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This 2022 to 2025 Accessibility Plan outlines the policies and actions that the Company will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Company is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the AODA and Ontario’s accessibility laws.

The Company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code (the “Code”) respecting non-discrimination. The Company understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Code or obligations to people with disabilities under any other law.



Plan

Part I – General Requirements

Act Section, Requirement and Description	Action	Owner	Status
<p>3. Establishment of Accessibility Policies</p> <p>3.(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.</p>	<p>The Company has created an Integrated AODA Policy. In addition, the Company has Human Rights and Workplace Civility Policies that outline our commitment to a respectful, healthy, safe, and caring work environment for all. These policies can be found on our Intranet.</p>	<p>Human Resources</p>	<p>Completed</p>
<p>4 Accessibility Plans</p> <p>4.(1) Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>We will develop and publish a Multi-Year Accessibility Plan, to be reviewed every 3 years or as required</p>	<p>Human Resources</p>	<p>Completed</p>
<p>7. Training</p> <p>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,</p> <p>a) all employees, and volunteers;</p> <p>b) all persons who participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization</p>	<p>We have taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:</p> <ul style="list-style-type: none"> • Mandatory training courses for all new hires and employees are assigned entitled "AODA and IASR Combined Course - The Accessibility for Ontarians with Disabilities Act" and "Respect and Civility" • We keep and maintain a database of the training participants' names and dates of completion. 	<p>Human Resources</p>	<p>Completed</p>



Part II – Information and Communications

Act Section, Requirement and Description	Action	Owner	Status
<p>11. Feedback</p> <p>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.</p>	<p>The Company will communicate with people with disabilities in a manner that is accessible and in ways that respectfully consider their disabilities. Written information and other forms of communication are available in various accessible formats or with communication support, on request. Should an accessible format request be made by an individual, we will consult with the person to identify a format and/or support that meets their needs</p>	<p>Communications</p>	<p>Upon Request</p>
<p>12. Accessible Formats & Communication Supports</p> <p>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,</p> <ul style="list-style-type: none"> 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 <p>12.(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>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>The Company will communicate with people with disabilities in a manner that is accessible and in ways that respectfully consider their disabilities. Written information and other forms of communication are available in various accessible formats or with communication support, on request. Should an accessible format request be made by an individual, we will consult with the person to identify a format and/or support that meets their needs.</p>	<p>Communications</p>	<p>Upon Request</p>



<p>14. Accessible Websites & Web Content</p> <p>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.</p>	<p>January 1, 2014 WCAG 2.0 Level A</p> <p>January 1, 2021 WCAG 2.0 Level AA</p>	<p>Communications</p>	<p>Completed</p>
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Part III – Employment

Act Section, Requirement and Description	Action	Owner	Status
<p>22. Recruitment – General</p> <p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>The Company will notify employees and the general public of the availability of accommodation for applicants with disabilities in the recruitment process.</p>	<p>Human Resources</p>	<p>Completed</p>
<p>23. Recruitment, Assessment or Selection Process</p> <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>(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>	<p>Correspondence to applicants selected for interviews or further assessment includes the availability of accommodation. Suitable accommodation will be discussed with a selected applicant upon request</p>	<p>Human Resources</p>	<p>Completed</p>
<p>24. Notice to Successful Applicants</p> <p>Every employer shall, when making offers of employment, notify the successful</p>	<p>We will notify successful applicants of its policies for accommodating employees</p>	<p>Human Resources</p>	<p>Completed</p>



<p>applicant of its policies for accommodating employees with disabilities.</p>	<p>with disabilities in all offer letters.</p>		
<p>25. Informing Employees of Supports</p> <p>25.(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>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>We have taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:</p> <ul style="list-style-type: none"> • Mandatory training courses for all new hires and employees are assigned entitled “AODA and IASR Combined Course - The Accessibility for Ontarians with Disabilities Act” and “Respect and Civility” • We keep and maintain a database of the training participants’ names and dates of completion. 	<p>Human Resources</p>	<p>Completed</p>
<p>26. Accessible Formats & Communication Supports for Employees</p> <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</p> <p>b) information that is generally available to employees in the workplace.</p> <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>	<p>Upon the request of an employee with a disability, we will consult with the employee to provide accessible formats and communication supports for:</p> <ul style="list-style-type: none"> • information that is needed to perform the employee’s job, and • information that is generally available to other employees 	<p>Communications</p>	<p>Upon Request</p>



<p>27. Workplace Emergency Response Information</p> <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>(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"> 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 its general emergency response policies. 	<p>We will develop a process for providing individualized emergency response information.</p>	<p>EHS</p>	<p>Completed</p>
<p>28. Documented Individual Accommodation Plans</p> <p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the</p>	<p>An Individual Accommodation Planning Request Form and procedure are available for employees as required.</p>	<p>Human Resources</p>	<p>Completed</p>



<p>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"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 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. 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. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the 	<p>All records maintained by in Human Resources</p>		
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<p>employee’s accessibility needs due to disability</p>			
<p>29. Return to Work Process</p> <p>29.(1) Every employer, other than an employer that is a small organization,</p> <ul style="list-style-type: none"> 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>29. (2) The return to work process shall,</p> <ul style="list-style-type: none"> 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>29. (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>	<p>The Company’s return to work processes are aligned with the recommendation from our Service Provider.</p> <p>An Individual Accommodation Planning Form and procedure are available for employees as required.</p> <p>All records maintained by in Human Resources</p>	<p>Human Resources</p>	<p>Completed</p>
<p>30. Performance Management</p> <p>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.</p>	<p>The Company’s performance management processes take into account the accommodation needs of employees with disabilities.</p>	<p>Human Resources</p>	<p>Completed</p>



<p>31. Career Development & Advancement</p> <p>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.</p>	<p>The Company's career development and advancement processes take into account the accommodation needs of employees with disabilities.</p>	<p>Human Resources</p>	<p>Completed</p>
<p>32. Redeployment</p> <p>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.</p>	<p>The Company takes into account the accommodation needs of employees with disabilities during redeployment.</p>	<p>Human Resources</p>	<p>Completed</p>

Part IV – Customer Service

Act Section, Requirement and Description	Action	Owner	Status
<p>80.46 Establishment of Policies</p> <p>(1) Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities</p> <p>(4) Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request</p>	<p>The Company has created an Integrated AODA Policy that incorporates the Customer Service Accessibility Policy.</p>	<p>Human Resources</p>	<p>Completed</p>
<p>80.47 Use of service animals and support persons</p> <p>(2). Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises</p>	<p>The Company's AODA Policy addresses the use of service animals and support persons.</p>	<p>Facilities</p>	<p>Completed</p>



<p>(3) Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from the goods, services, or facilities if the person’s service animal is excluded from the premises</p> <p>(4) Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises</p>			
<p>80.48 Notice of temporary disruptions</p> <p>(1) Provide notice of any temporary disruption to services that may affect persons with disabilities.</p> <p>(3) Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request.</p>	<p>The Company will notify its employees, customers and other members of the public if there is a planned or unexpected disruption of a facility or service used by people with disabilities. The notice will be posted at the entrance of the applicable premises.</p>	<p>Facilities</p>	<p>As needed</p>
<p>80.49 Training for staff, etc</p> <p>(1) Provide accessible customer service training to all staff</p> <p>(4) Provide training on changes to policies to staff on an ongoing basis and keep records of training</p>	<p>We have taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:</p> <ul style="list-style-type: none"> • Mandatory training courses for all new hires and employees are assigned entitled “AODA and IASR Combined Course – The Accessibility for Ontarians with Disabilities Act” and “Respect and Civility” • We keep and maintain a database of the training participants’ names and dates of completion. 	<p>Human Resources</p>	<p>Completed</p>
<p>80.50 Feedback process required</p>	<p>A process will be developed to ensure that all feedback collected from clients, or</p>	<p>Human Resources/Facilities</p>	<p>Completed</p>



<p>(1) Establish a feedback process for providing goods, services, or facilities to persons with disabilities.</p> <p>(5) Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request</p>	<p>the general public is reviewed to identify potential gaps in customer services, and to ensure appropriate actions are taken.</p>		
<p>80.51 Format of documents</p> <p>(1) An employer, on request, shall provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</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 employer shall consult with the person making the request in determining the suitability of an accessible format or communication support</p>	<p>We will communicate with people with disabilities in a manner that is accessible and in ways that respectfully consider their disabilities. Written information and other forms of communication are available in various accessible formats or with communication support, on request. Should an accessible format request be made by an individual, we will consult with the person to identify a format and/or support that meets their needs.</p>	<p>Communications</p>	<p>Upon Request</p>

Part V: Design of Public Spaces

Act Section, Requirement and Description	Action	Owner	Status
<p>32. Design of Public Spaces</p> <p>Requires all public sector organizations with at least one employee and all private and non-profit organizations with 50 or more employees to maintain the accessible parts of their public spaces.</p>	<p>The Company will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.</p>	<p>Facilities</p>	<p>Completed</p>

Feedback and Contact Information

For more information, questions, or feedback regarding accessibility, please contact us by email:

- WorkplacePractices@libertyutilities.com

