



enercare™

Multi Year Accessibility Plan

Integrated Accessibility Standards

Updated: January 2017

Customer Service Standards

Action	Department Responsible	Targeted / Date of Completion	Status
<p>a) Accessibility Policies:</p> <ul style="list-style-type: none"> • Develop policies and procedures in accordance with the legislative requirements. • Continue to monitor and update policies and procedures, as required. 	Human Resources and Legal	<p>Established 2012</p> <p>Updated: July 1, 2016</p>	Complete and ongoing updates
<p>b) Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> • To provide or arrange to provide accessible formats of communication to customers, upon request. 	<p><u>Home Services:</u> Customer Care, Customer Operations and Billing</p> <p><u>Sub-Metering:</u> Customer Care, Client Care, Customer Operations and Billing</p> <p><u>Commercial Services:</u> Service and Billing</p> <p><u>Solutions:</u> Customer Care and Billing</p>	2012	Complete

Information and Communication

Action	Department Responsible	Targeted / Date of Completion	Status
a) Accessibility Policies: <ul style="list-style-type: none"> Develop policies and procedures in accordance with the legislative requirements. Continue to monitor and update policies and procedures, as required. 	Human Resources and Legal	Established 2012 Updated: July 1, 2016	Complete and ongoing updates
b) Accessibility Plans: <ul style="list-style-type: none"> Establish Multi-Year Accessibility Plan. Review and update at least once every five years. 	Human Resources and Legal	2012	Complete
c) New Websites and Web Content <ul style="list-style-type: none"> Ensure new internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A. 	Marketing and Information Technology	January 1, 2014	Complete
d) All Websites and Web Content <ul style="list-style-type: none"> Ensure internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.02 Level AA. 	Marketing and Information Technology	January 1, 2021	In Progress
e) Feedback <ul style="list-style-type: none"> Ensure feedback can be received and responded to in an accessible format when requested. 	Marketing and Operations	January 1, 2015	Complete

Employment Standards

Action	Department Responsible	Targeted / Date of Completion	Status
<p>a) Training:</p> <ul style="list-style-type: none"> • Ensure AODA training is provided to every employee, contractor, policy developer and any other person who provides goods, services and/or facilities to customers on behalf of Enercare. • Provide updated training to necessary individuals, as required. 	Human Resources and Health, Safety and Environment	2012 – 2013	Complete and ongoing updates
<p>b) Workplace Emergency Response Information:</p> <ul style="list-style-type: none"> • Establish individualized workplace emergency plans, as part of the orientation process for new hires and at any time thereafter upon request. • Review individualized workplace emergency plans when an accommodated employee moves to a new location or when that employee's accommodation needs change. • Provide the emergency response plan in an accessible format, upon request. 	Health, Safety and Environment	2012	Complete and ongoing updates
<p>c) Recruitment. Assessment and Selection Process:</p> <ul style="list-style-type: none"> • Review and update Enercare's recruitment, assessment & selection processes to include accommodation for applicants with disabilities. • Notify all employees and applicants about the availability of accommodation for applicants with disabilities in Enercare's recruitment process. • Provide suitable accommodation that takes into account the applicant's needs due to disability. 	Human Resources	January 1, 2016	Complete and ongoing updates

Employment Standards

<p>d) Informing Employees of Supports:</p> <ul style="list-style-type: none"> • Inform all employees of policies used to support employees with disabilities and provide this information to new employees as part of orientation. • Provide updated information to employees whenever there is a change to an existing policy on the provision of job accommodations. • Information will be provided through internal communication, such as e-mail, notification through the intranet and employee newsletters as well as training, when appropriate. 	Human Resources	January 1, 2016	Complete
<p>e) Accessible Formats and Communication Supports for Employees:</p> <ul style="list-style-type: none"> • Consult with employees with disabilities to determine which accessible formats of communication they require. • Provide information needed to perform job in accessible formats as required by employees. • Provide Information that is generally available to employees in the workplace, such as newsletters and company policies, in accessible formats as required by employees. 	Human Resources	January 1, 2016	Complete

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<p>f) Individual Accommodation Plans:</p> <ul style="list-style-type: none"> • Develop individual accommodation plans for employees with disabilities with the participation of the employee. • Review and update the individual accommodation plan when requested or annually. • Ensure the individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability. 	Human Resources	January 1, 2016	Complete
<p>g) Return to Work Process:</p> <ul style="list-style-type: none"> • Develop and document a return to work process. • The process will outline the steps Enercare will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. • Document individual accommodation plans. 	Human Resources	January 1, 2016 Updated: July 1, 2016	Complete
<p>h) Performance Management:</p> <ul style="list-style-type: none"> • Review and revise the performance management policy and procedures to ensure they take into account the accessibility needs of employees with disabilities. • Ensure the performance management process includes reviewing the employee's individual accommodation plan with the employee to determine whether it needs adjusting to improve his or her performance on the job. • Provide informal or formal coaching and feedback in a manner that takes into account an employee's disability. • Provide performance management forms and documents in accessible formats when required. 	Human Resources	January 1, 2016	Complete

Employment Standards

<p>i) Career Development and Advancement:</p> <ul style="list-style-type: none"> • Document a career development and advancement process to ensure the accessibility needs of an employee with a disability are taken into consideration. • Ensure the career development and advancement process includes reviewing the employee's individual accommodation plan whenever an employee with a disability is given a new role as part of a career development or an advancement opportunity in order to determine if there are any additional adjustments needed for the new responsibilities. 	Human Resources	January 1, 2016	Complete
<p>j) Redeployment:</p> <ul style="list-style-type: none"> • Document a redeployment policy and process to ensure the accommodation needs of an employee with a disability are taken into consideration. • The redeployment policy and process will ensure that whenever an employee with a disability is redeployed that the employee's individual accommodation plan is reviewed in order to determine if there are any additional adjustments required so that the employee can continue to have their accommodation needs met. 	Human Resources	January 1, 2016	Complete