

Multi-Year Accessibility Plan

Introduction

The 2021 – 2026 Multi-Year Accessibility Plan outlines the policies, achievements and actions that the Independent Electricity System Operator (IESO) has taken and the work underway to:

- Meet the needs of persons with disabilities;
- Remove and prevent barriers to accessibility; and
- Meet the applicable requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards* (IASR).

This Plan is reviewed and updated at least once every five years.

Statement of Commitment

The IESO is committed to treating all people in a way that allows them to maintain their dignity and independence. We will provide equal treatment and opportunity to all individuals, including employees, job applicants, program and market participants, stakeholders and communities, suppliers and any visitors who enter our facilities, access our information, use our services, or participate in our programs. We will work to remove and prevent barriers that limit persons with disabilities from employment at the IESO, receiving customer service, accessing our facilities, and accessing information and communications through compliance with the accessibility requirements under the AODA and the IASR.

Customer Service

The IESO is committed to providing accessible customer service to people with disabilities. We strive for service excellence in all our interactions with members of the public, including providing customer service that is accessible to people with disabilities.

Actions Taken:

- Development and maintenance of an "*Accessibility Policy*" consistent with the requirements outlined in the IASR.
- Creation of an [Accessibility \(ieso.ca\)](https://ieso.ca) page on the IESO's public-facing website, including a statement informing visitors of the availability of AODA-related policies and procedures upon request.
- Development of the "*Customer Response AODA Compliant Document Request Guideline*" to ensure the IESO's Customer Response Group follows a consistent process when responding to a customer's request.

- Establishment of a process for receiving and responding to feedback as outlined in the "Accessibility Feedback Program" document.
- Creation of the "Accessibility Policy Training" document to outline accessibility training requirements.

Actions Planned:

- Develop an AODA eLearning course for IESO employees that includes relevant IESO-specific content.
- Review AODA-related policies and procedures and revise as required to ensure the documents reflect the IESO's current status with respect to accessibility.
- Strive to ensure all AODA-related policies and procedures are accessible and posted publicly when possible.
- Assess the value and feasibility of converting external forms to web-based or into a digital, fillable portable document format (PDF) when possible.
- Continue to enable the use of assistive devices, service animals and support persons in all IESO spaces where customers have access.
- Continue to communicate when services or facilities are temporarily unavailable using methods appropriate in the circumstances (i.e. notification via entrance doors, website).

Information & Communication

The IESO is committed to making our information and communications accessible to people with disabilities. We will incorporate accessibility requirements to ensure that our information and communications systems and platforms are accessible and they meet the needs of persons with disabilities.

Actions Taken:

- Implemented a feedback process, including a process to ensure information can be made accessible to people with disabilities upon request.
- Ensured that the web content on the two (2) external websites (ieso.ca and saveonenergy.ca) meet AODA requirements in accordance with the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.
- All documents posted on the websites are published in an accessible format using the MS Office and/or the Adobe Accessibility Checkers or can be made available upon request.
- Each website has provided the means by which a user can request a document that has been identified as "available by request" in an accessible format.
- Creation of an "AODA Community" site on Microsoft Teams for IESO employees to provide resources and on-demand instructional guides for creating accessible documents as well as to facilitate knowledge sharing.

- Inclusion of AODA documentation requirements, including document creation, records capture and publishing requirements in the IESO's *"Information Governance Policy"* and other related documents.
- Development of new corporate templates with accessibility features to strive for the incorporation of accessibility at the beginning of the document creation process.
- Provided training to identified employees on proper use of new corporate templates and remediation requirements related to existing documents.
- Contracted a third-party service to assist with legacy remediation projects and to provide targeted training, on request.

Actions Planned:

- Regularly spot check documents to be posted on external websites in an effort to ensure corporate templates and the build-in accessibility checkers are used correctly.
- Regularly assess content of external websites to ensure AODA compliance and improve accessibility, including rebuilding of content as necessary.
- Continue to make enhancements to our external [Careers at IESO](#) website in an effort to continually improve accessibility.
- Ensure external websites managed by business units outline a process for providing feedback and requesting accessible formats and communication supports.
- Continue to improve accessibility of our information and communications by reviewing feedback received.
- Continue to provide guidance to business units on proper usage of templates to ensure minimal accessibility issues, streamlining AODA efforts.
- Continue to ensure business units with requirements to post documents externally, have the appropriate software and licences to remediate documents.
- Consider development of an enterprise-wide standard for improved document accessibility.
- Ensure on-demand training is available to employees who will be involved in the creation or remediation of external documents.
- Continue to provide emergency response-related information, including procedures or plans, in an accessible format as soon as practicable, upon request from members of the public.
- Availability of ongoing vendor support to assist employees with document remediation.
- Explore options for further improving document accessibility, including expanding compliance requirements to internal documents and website, stronger procurement and contract requirements in relation to information communicated by third party vendors and consultants, procurement of remediation software, and access to an in-house accessibility expert, etc.

Employment

The IESO is committed to fair and accessible employment practices. We are an equal opportunity employer and are committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

Actions Taken:

- Job applicants are notified that accommodations are available upon request by our Talent Acquisition Team, as outlined in the *"Interview Guide Template"*, *"Phone Interview Template"*, and within external job postings.
- Successful applicants are made aware of the IESO's policies for accommodating employees with disabilities via a statement in their employment offer letter.
- An annual communication is sent company-wide to encourage persons requiring assistance (PRA) in the event of a workplace emergency to self-identify and an Individual Evacuation Plan is developed for each identified PRA.
- Development of an *"Accommodation Policy"* that establishes direction for providing accommodation to employees with needs arising from grounds under the *Ontario Human Rights Code*.
- Development of a *"Procedure for Individual Accommodation Plans and Return to Work under AODA"*.
- Creation of the *"Leader Guide: Overall Performance Ratings by Band/ Grade"* to provide guidance to leaders on employees who have been on leave throughout the performance period.

Actions Planned:

- Revisions to the *"New Employee Health and Safety"* training to include a module on AODA-related policies, including the availability of supports and importance of identifying PRAs in the event of a workplace emergency.
- Continued maintenance of the PRA's Individual Evaluation Plans to ensure assistance is provided in the event of a workplace emergency.
- Development of a *"Accommodation Policy Frequently Asked Questions (FAQ)"* document to provide additional guidance for employees seeking to understand the process.
- Complete review of accommodation and return to work processes and identify opportunities for improvement.
- Collection of information related to disability status via the *"Self-ID Program"* with responses to questions used to further equity, diversity and inclusion actions in alignment with the *Ontario Human Rights Code* and AODA.

Design of Public Spaces

The IESO will meet applicable accessibility laws when building or making major changes to public spaces within our public spaces, including the:

- Establishment and implementation of procedures for preventative and emergency maintenance of the accessible elements in the IESO's public spaces; and
- Establishment and implementation of procedures for dealing with temporary disruptions when accessible elements of the IESO's public spaces are not in working order.

For more information

For more information on this Multi-Year Plan, please contact IESO Customer Relations at:

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Toll-Free: 1-888-448-7777

E-mail: customer.relations@ieso.ca

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Our Multi-Year Plan is publicly posted at [Accessibility \(ieso.ca\)](#). Accessible formats of this document are available free upon request from IESO Customer Relations.