

Multi-Year Accessibility Plan

This 2015-2021 accessibility plan outlines the steps that the Independent Electricity System Operator (IESO) will take to improve accessibility for people with disabilities.*

Statement of Commitment

The IESO is committed to treating all people in a way that allows them to maintain their dignity and independence. The IESO believes in integration and equal opportunity for employees. The IESO is committed to meeting the needs of stakeholders with disabilities in a timely manner, and will do so by taking reasonable measures to prevent and remove barriers to accessibility and to meet the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and applicable regulations.

The IESO will review and update this document at least once every five years.

Accessible Emergency Information

The IESO is committed to providing its stakeholders with publicly available emergency information in an accessible way upon request.

The IESO will also provide identified employees with disabilities with individualized emergency response information when necessary and as soon as practicable after the IESO becomes aware of the need for accommodation due to the employee's disability.

Training

The IESO will provide ongoing training to employees and other staff members on Ontario's accessibility laws and the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members. The IESO will retrain its employees on an ongoing basis as changes arise to the organization's policies, practices and procedures governing the provision of goods or services to persons with disabilities.

*Per Integrated Accessibility Standards, Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*

Information and Communications

The IESO is committed to meeting the communication needs of people with disabilities. The IESO will consult with people with disabilities to determine their individual information and communication needs.

The IESO will take the following steps by January 1, 2016 to make all publicly available information accessible upon request:

- Upon request, provide or arrange for the provision of accessible formats and communication supports with persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.
- Develop a training strategy that ensures employees who work primarily in communications with stakeholders have the knowledge, tools and technical advice to create accessible materials or to arrange for the provision of accessible materials or communication supports; and
- Notify the public on the IESO Contact Us webpage that the IESO will provide accessible formats of IESO materials and communication supports upon request.

The IESO will also take steps to redevelop its public websites so as to ensure that web content conforms with WCAG 2.0, Level AA by January 1, 2021.

Employment

The IESO is committed to fair and accessible employment practices.

The IESO will take the following steps by January 1, 2016 to notify the public, job applicants and existing employees that, when requested, the IESO will accommodate people with disabilities during recruitment and hiring processes:

- Train all human resources recruitment staff to enquire and consult with job applicants and new employees about their need for any such accommodations.
- Include a statement on all recruitment and hiring materials made available to employees and the public that the IESO will make reasonable accommodations for employees and job applicants with disabilities.
- Inform new employees as soon as practicable of the IESO's policies and procedures used to support employees with disabilities, including but not limited to policies and procedures on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

- Provide updated information to 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.

The IESO will take the following steps by January 1, 2016 to put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Where an employee with a disability so requests it, the IESO will consult with the employee to provide or arrange for the provision of accessible formats and communication supports, and to determine the suitability of an accessible format or communication support, for information that is needed in order to perform the employee's job and for information that is generally available to employees in the workplace.
- Ensure that individualized accommodation plans include (i) if requested, any information regarding accessible formats and communications support as described in section 26 of Ontario Regulation 191/11; (ii) if required, individualized workplace emergency response information as described in section 27 of Ontario Regulation 191/11; and (iii) identify any other accommodation that is to be provided.
- Develop and have in place a written process for the development of individual accommodation plans for its employees with disabilities, in accordance with the elements set out in s. 28(2) of Ontario Regulation 191/11.
- Develop and have in place a written 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. The return to work process will outline the steps the IESO will take to facilitate the return to work of employees who were absent because their disability required them to be away from work, and will use as part of the process documented individual accommodation plans as described in section 28 of Ontario Regulation 191/11.
- Train IESO employees who are responsible for integrating other employees requiring disability-related accommodations in developing individual accommodation plans as needed.

The IESO will take the following steps by January 1, 2016 to account for accessibility needs in its performance management, career development and/or redeployment processes:

- Train IESO staff responsible for using performance management processes, providing career development and advancement or redeploying employees, to take into account the

accessibility needs of employees with disabilities as well as any individual accommodation plans.

Design of Public Spaces

The IESO will take the following steps by January 1, 2017 to make its public spaces accessible for people with disabilities:

- Establish and implement procedures for preventative and emergency maintenance of the accessible elements in the IESO's public spaces.
- Establish and implement 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 or to provide feedback on this accessibility plan, please contact IESO Customer Relations at:

Telephone: 905-403-6900

Toll-Free: 1-888-448-7777

E-mail: customer.relations@ieso.ca

Mail: Independent Electricity System Operator, Attention: Customer Relations,
Station A, Box 4474, Toronto, ON, M5W 4E5

Accessible formats of this document are available free upon request from IESO Customer Relations.