

enersource

ENERSOURCE CORPORATION MULTI-YEAR ACCESSIBILITY PLAN

For more information on this accessibility plan, please contact Heather Cashin at:

Phone: (905) 283-4230

Email: accessibility@enersource.com

Accessible formats of this document are available free upon request.

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DEFINITIONS

Accessible formats: May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Accessibility standard: An accessibility standard made by regulation under section 6 of Accessibility for Ontarians with Disabilities Act, 2005. There are 5 standards in total.

Accessibility Standards for Customer Service: This was the first Standard under the Accessibility for Ontarians with Disabilities Act, 2005 to come into effect. The compliance date for Enersource was December 31, 2012.

Barrier: Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

Integrated Accessibility Standards Regulation (IASR): This Regulation establishes the accessibility standards for the other 4 standards under the AODA: Information and communications, employment, transportation and the design of public spaces. A list of the compliance requirements and dates is provided in Appendix A.

Large organization: An organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization.

WCAG 2.0 guidelines: A set of standards developed by the World Wide Web Consortium (W3C) that explain how to make web content more accessible to people with disabilities. WCAG 2.0 has different levels of compliance that determine how accessible a site is.

PURPOSE OF THE ACT

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

STATEMENT OF COMMITMENT

Enersource Corporation and its affiliates, including Enersource Hydro Mississauga Inc., collectively “Enersource”, are committed to treating all people in a way that allows them to maintain their dignity and independence. To the greatest extent possible, persons with disabilities will be given an opportunity equal to that given to the broader public, to obtain, use or benefit from the programs, goods and services, information, facilities and employment opportunities provided by and on behalf of Enersource. This commitment extends to customers, employees and the general public with visible or non-visible disabilities.

CUSTOMER SERVICE ACCESSIBILITY STANDARD – 2013 ACHIEVEMENTS

Enersource is committed to ensuring that people with disabilities receive accessible goods and services with the same high quality and timelines as others. We remained in full compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07. As such, in 2013:

ACCESSIBILITY FEEDBACK

Each contact page on Enersource’s public-facing internet site provided links to the Corporation’s Accessibility Policy and Feedback form. Enersource received no customer feedback during this time frame through the channels offered which include a web feedback form, a paper feedback form available in the lobby, regular mail, and an email address set up specifically for this purpose.

ACCESSIBLE CUSTOMER SERVICE POLICY

Enersource’s Accessible Customer Service Policy was updated in June 2012 and reposted to the intranet site.

NOTICE OF DISRUPTIONS IN SERVICE

The Ontario Energy Board (OEB) Distribution System Code section 4.2.3 requires extra time before disconnections of hydro service can be made of identified persons with medical equipment needing electricity (e.g. electric wheelchairs, oxygen machines). Enersource has a Health Registry to identify all customers with medical equipment, and they are given first priority for restoration of electricity service. In 2013, Customer Service Representatives pro-actively reached out to participants via phone or mail to ensure the contact information of the Health Registry continued to be accurate and up to date.

Enersource ensures timely investigation of disruptions in service within Enersource service territory. In 2013, all inside and outside maintenance and construction staff continued to ensure that notices were posted to alert the public of planned disruptions of services and when possible, how they might alternatively access the services.

A major achievement was the addition of an interactive outage map to the publicly accessible web site. This map allows the public to view any current disruptions of service. They can enter any street address into the software and be presented with real-time details of the service disruption including; whether or not the service disruption includes that particular address, when the

disruption began and when the service is expected to be restored The interactive map is shown below:

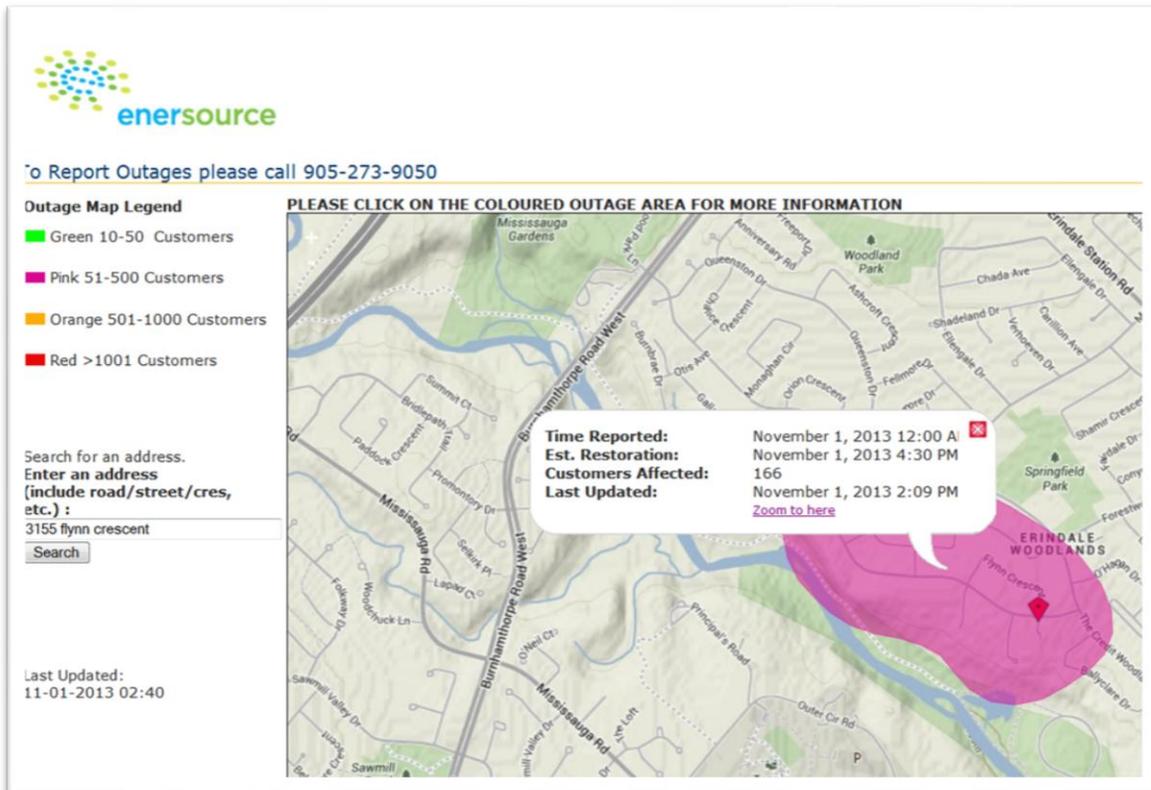


Figure 1. Enersource Interactive Outage Map

Enersource will continue to work to ensure that disruption notices are posted in areas accessed by the public including people with disabilities in a timely and accessible format. For example planned construction work requiring access to sidewalks or other public facilities to be restricted for a significant period of time would be posted on our website.

TRAINING

All newly hired employees completed the Accessibility Standards for Customer Service web training modules a part of the new employee orientation. All training achievements were verified and documented.

OTHER INITIATIVES

In 2013, the new Ontario Clean Energy Benefit (OCEB) regulation that limits financial assistance to the first 3,000 kWh per month of electricity consumed came into effect. This regulation provides an exemption for accounts where a person living at the premise uses electricity-powered medical equipment that has been prescribed by a health practitioner. Enersource proactively added an identifier for all of our Health Registry customers to our Customer Billing System (CC&B), to ensure

that these customers receive the full exemption on their bills, even though the regulation only requires that the exemption be granted to them upon request.

INTEGRATED ACCESSIBILITY STANDARDS

WHAT IS THE INTEGRATED ACCESSIBILITY STANDARD?

Ontario now has accessibility standards in five areas:

1. Customer service
2. Employment
3. Information and communication
4. Transportation
5. Design of public spaces

The Integrated Accessibility Standards Regulation sets out special requirements for Standards 2 – 5 and includes general requirements that apply to all four. Under the general requirements of the Integrated Standard, Enersource will:

- Develop accessibility policies and a multi-year plan to outline how they will comply with the regulations.
- Consider accessibility when designing or buying self-service kiosks.
- Train staff so that they understand the Integrated Accessibility Standards Regulation and its requirements, and the Ontario Human Rights Code as it relates to people with disabilities.

THE MULTI-YEAR ACCESSIBILITY PLAN

This multi-year accessibility plan outlines the policies and actions that Enersource Corporation will put in place to remove and prevent accessibility barriers and improve opportunities for people with disabilities over the next five years.

MEASURES TO IDENTIFY, REMOVE AND PREVENT BARRIERS

One in seven people in Ontario have a disability. Over the next 20 years, that number will rise as the population ages. The Government of Canada has identified that 43% of Canadian seniors have a disability. Figure 1 shows that seniors make up 13 percent of the Canadian population and almost half have a disability. In other words, 6 percent of all Canadians are seniors with disabilities.

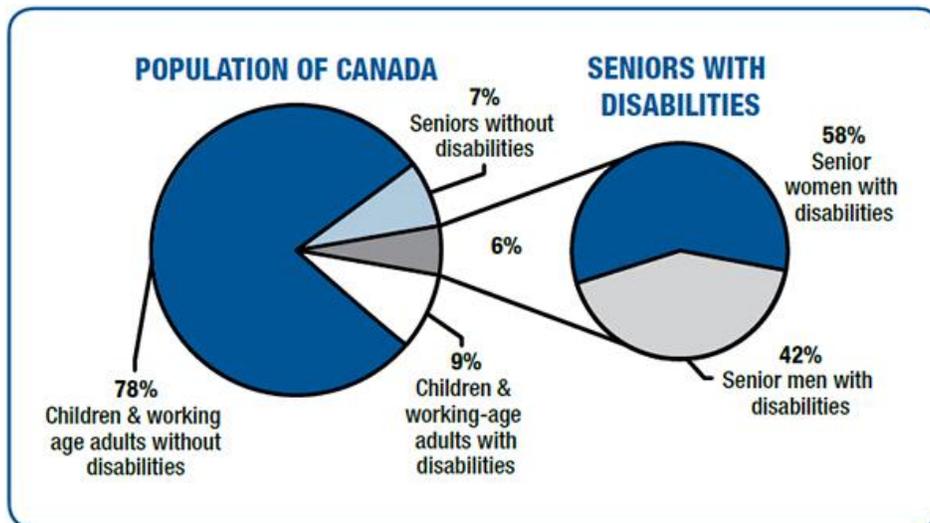


Figure 2. 2006 Participation and Activity Limitation Survey. Source: Government of Canada

MISSISSAUGA GROWTH FORECAST

In 2011, the percentage of the population aged 65 and over in Mississauga was 81,465 or 11.4% of the total population. This is an increase from the 2006 survey where those 65 years of age and older comprised approximately 9 % of the population. Figure 2 shows a 24% increase in the population over 65 from the 2006 census.

Mississauga Population Over 65				
Age	2011	2006	Change	% Change
65 and over	81,465	65,710	15,755	24%

Figure 3. : Census subdivision of Mississauga Source: Statistics Canada

By 2031, the Mississauga Growth Forecast predicts that residents 65 years of age and older will increase to approximately 23 % of the population.

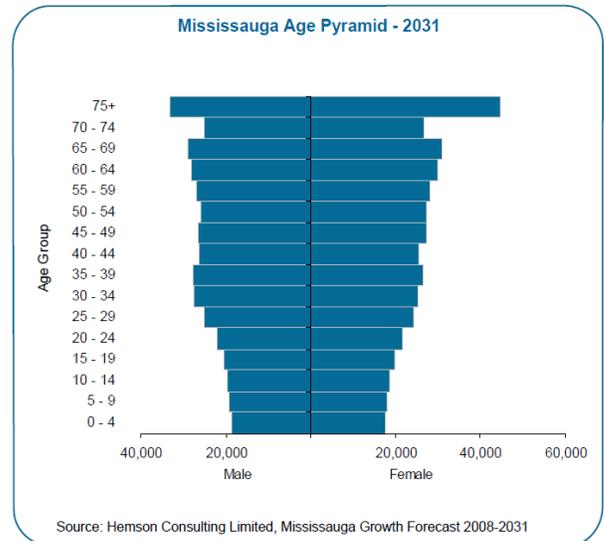
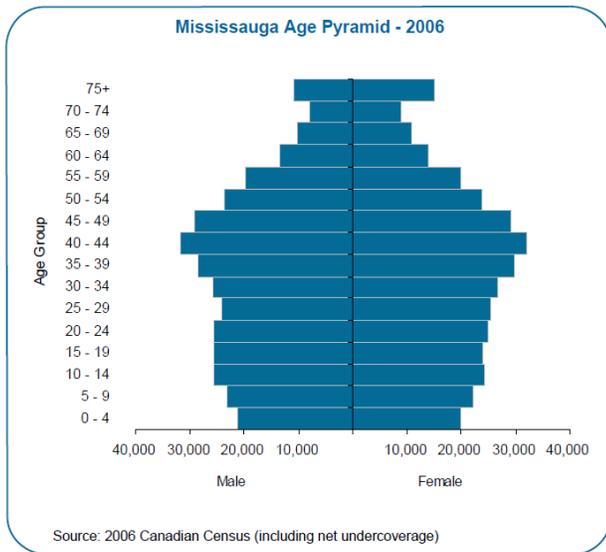


Figure 4. Mississauga Age Pyramid 2006 and 2031. Source: Mississauga Growth Forecast

Since 43% of Canadian seniors have a disability, Enersource can expect the number of customers in the service territory with a disability to increase substantially.

BARRIERS TO ACCESSIBILITY

It is important to understand barriers to accessibility when developing an organization's accessibility plan. Barriers can prevent a person with a disability from fully participating in society. Some examples of barriers are outlined below:

Information and Communication Barrier

Example: Print that is too small to read

Attitudinal Barrier

Example: Assuming that an individual with a speech impairment cannot understand you.

Technological Barrier

Example: A website that doesn't support screen reading software.

The goal of the multi-year accessibility plan is to prevent, remove or mitigate the effects of all of the potential barriers to accessing our information, employment opportunities, services and public spaces.

GENERAL OBLIGATIONS UNDER THE INTEGRATED ACCESSIBILITY STANDARD

PURPOSE AND APPLICATION

Enersource has a number of obligations to meet under the Integrated Accessibility Standards Regulation 191/11 (IASR). This plan provides the details of how Enersource is addressing the enterprise-wide initiatives for the corporate obligations.

ACCESSIBILITY ADVISORY COMMITTEE

Enersource has established an Accessibility Advisory Committee and an Accessibility Working Group. The Advisory Committee will provide oversight on the requirements and implementation of AODA accessibility standards, preparation of accessibility reports and other matters for which The Working Group may seek advice. The Working Group is responsible for implementing the day-to-day requirements to ensure the Corporation is AODA compliant.

ESTABLISHMENT OF ACCESSIBILITY POLICIES

Enersource will develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the IASR. Accessibility Policies will include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies. Enersource will make the documents publicly available, and provide them in an accessible format upon request.

ACCESSIBILITY PLAN

Enersource has created a new Multi-Year Accessibility Plan that outlines its vision and how we intend to prevent and remove barriers to accessibility. Enersource will post this new plan to its intranet site and inform staff of its location, a synopsis of its contents and how it will affect the work of Enersource.

TRAINING

Enersource is committed to training its staff about accessibility considerations and requirements. As such, in 2014, Enersource will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

All new staff will be informed through Enersource intranet site and welcome guide about the mandatory accessibility training courses, accessibility requirements and employment accommodation availability.

Enersource's accessibility lead developed a procedure outlining how to make accessible documents. Staff will be informed of the procedure and requirements with respect to developing accessible documents, as well as step-by-step instructions on how to do so.

Enersource will provide training to employees on Ontario's accessibility laws and on 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, contractors and other stakeholders.

OTHER

Enersource will annually consider and address the needs of people with disabilities when reviewing, testing and updating Enersource's Business Continuity of Operations Plan in case of emergencies, including the evacuation procedures.

EXISTING CONTRACTS

If an organization has entered into a contract on or before December 31, 2012 to build a new or make planned significant alterations to an existing public space, and the contract does not meet the requirements of the standard, the requirements do not have to be met in honouring the contract. Despite this exemption, Enersource will strive to meet the requirements of the Design of Public Spaces Standard wherever possible.

INFORMATION AND COMMUNICATIONS STANDARDS

Enersource is committed to meeting the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine the most appropriate accessible format or communication support depending on the accessibility needs of the person and the capability of our organization to deliver.

Some examples of alternate formats and communication supports that Enersource is prepared to offer to people with disabilities include:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader

ACCESSIBLE EMERGENCY INFORMATION

Enersource is committed to providing publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

WORKPLACE EMERGENCY INFORMATION

Enersource will be required to provide individualized workplace emergency response information to persons with disabilities by January 1, 2016. Planning has begun so that Enersource managers will be informed of the requirement to develop individualized workplace emergency response plans with employees who self-identify as having a disability.

In order to support accessibility goals and obligations, Directors, Managers and Supervisors:

- Will be sent a list of accessibility commitments and be encouraged to add them to their performance plans.

- Will be encouraged to have discussions with their staff about incorporating accessibility commitments into their performance plans. A list of possible commitments will be sent to share with staff.

As well, the accessibility section of Enersource's intranet site will be continually updated to reflect any changes or additions to requirements, policies and regulations and to add new resources and tip sheets for staff use.

ACCESSIBLE WEBSITE

Enersource recognizes that its website is a primary way the organization shares information and we strive to create accessible content for all new web pages and to remediate older pages. We are committed to conforming to the international Web Content Accessibility Guidelines (WCAG) 2.0, as outlined in the standard.

The WCAG 2.0 guidelines were developed by the World Wide Web Consortium (W3C) and explain how to make web content more accessible to people with disabilities. WCAG 2.0 has different levels of compliance that determine how accessible a site is.

The first level of accessibility compliance is called Level A. An example of a Level A accessibility feature on a web page is alternative text. Alternative text appears when your mouse hovers over an image. Using appropriate text when describing an image allows screen reader technology to correctly describe the image to a person with vision loss.

Enersource will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014:

Communications staff on the New Media team as well as all outsourced web coding will be specified to be WCAG 2.0 Level A compliant as to the specifications of the IASR. Although Enersource's internet and intranet sites are not new and have not gone through a significant refresh, work has been done to remove outdated and unnecessary information from the sites. Beginning in 2013, all web related projects have built the WCAG 2.0 A Standards into the design requirements with the goal of making all web content compliant with WCAG 2.0 A on or before the due dates set out in the legislation.

FEEDBACK PROCESS

Under the Accessibility Standard for Customer Service, Enersource established a customer service feedback process for receiving and responding to feedback about the manner in which we provide our goods and services to people with disabilities.

Over the next five years, we may have other types of external or internal feedback processes to receive and respond to the public and/or employees. For example, we may gather feedback through online surveys or by phone.

Enersource will take the following steps to make all of our feedback processes accessible to people with disabilities upon request by January 1, 2015:

- Arranging for accessible formats and communication supports on request.
- Notifying the public about the availability of accessible formats and communication supports.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Enersource intends to meet the accessible formats and communication supports requirement of the regulation by providing accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them. This commitment extends to customers, employees and the general public with visible or non-visible disabilities.

In consultation with the person making the request, Enersource will provide or make arrangements to provide accessible formats and communication supports for persons with disabilities whenever possible. If it is determined that information or communication is unconvertible, the department will provide the person requesting the information or communication with:

- An explanation as to why the information or communications are unconvertible;
- A summary of the unconvertible information or communications.

PROCUREMENT

Although not mandated to do so by the legislation, Enersource will consider integrating accessibility considerations into our procurement processes. As such, beginning in 2014, our purchasing department will consider the following when planning for procurement of goods and services:

- The nature and impact of the barriers that a potential vendor with a disability might face in trying to respond to procurement requests for goods or services;
- Whether the goods or services being acquired would be used by employees with disabilities or by members of the public with disabilities including vendors or third party service providers.

Enersource's intranet site will provide links to policies, procedures, guidelines, checklists and FAQs to help ensure purchasing staff are able to integrate accessibility considerations when acquiring goods and services. As well, an email will be sent to all staff informing them of the new procurement resources, tools and templates available.

SELF-SERVICE KIOSKS

Many organizations have self-service kiosks that use touch-screen technology, which is difficult or impossible to use for people with vision loss. This is a technical and structural barrier that can have a significant impact for people trying to access information or complete business transactions independently and securely using a touch-screen kiosk.

Although there are no immediate plans to acquire self-service kiosks, Enersource shall 'have regard' for people with disabilities when designing, procuring, or acquiring self-service kiosks should they

decide to do so. Enersource will carefully consider what accessibility features they could build into their kiosks to best meet the needs of their customers and clients.

EMPLOYMENT STANDARDS

(Compliance date, January 1, 2016)

ACCESSIBLE RECRUITMENT PROCESS

An employment relationship with an employee typically begins through a recruitment process. Enersource is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. As such, over the next 2 years, the Human Resources Department will update the recruitment procedures to ensure:

- Public and staff are notified that when requested, Enersource will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.
- All new job descriptions and job advertisements are reviewed to ensure they're consistent with the requirements of the Ontarians with Disabilities Act, 2001 (ODA).
- When advertising job positions, include a statement that accommodations for job applicants with disabilities are made available on request.
- Fully accessible and barrier-free interview facilities are available when needed and that the option to have documents in accessible formats will be provided to job candidates when requested.

INFORMING EMPLOYEES OF SUPPORTS

The Employment Standard requires employers to inform all employees, both new and existing, of their accessible employment practices. This includes, but is not limited to, policies on providing job accommodations that take into account an employee's accessibility needs due to disability. This will make all employees aware of how the organization will support them if they have a disability — or should they acquire a disability later in their career. This requirement is similar to those in the Information and Communications Standard. Employers must consult with employees to determine their accessibility needs and how best to accommodate them. As such, on or before January 1, 2016, the Human Resources Department will:

- Develop a written process to document individual accommodation plans for employees with disabilities.
- Have a process in place to accommodate employees who may request accessible formats and communication supports for:
 - information required for the employee to perform their job,
 - information generally available to all employees and,
 - individual accommodation plan documents.

INDIVIDUAL ACCOMMODATION PLANS

The standard requires Enersource to have a written procedure for documenting individual accommodation plans for employees with disabilities so that we have a clear and consistent approach for accommodating employees with disabilities.

Enersource will create and document procedures for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. The procedures will include:

- a) How the employee can participate in the process
- b) How the employer can seek outside expert advice to help determine an employee's accommodation needs
- c) How the privacy of personal information will be protected
- d) How often the plan will be reviewed

CAREER DEVELOPMENT, AND REDEPLOYMENT

Enersource will ensure the accessibility needs of employees with disabilities needs are taken into account if Enersource is using performance management, career development and redeployment processes. When updating an employee's accommodation plan, Enersource will work with the employee's participation to understand the individual's accommodation needs and determine whether it needs adjusting to improve his or her performance on the job. In the event the employee is promoted or redeployed, Enersource and the employee will adjust the accommodation supports to align with the employee's new role or responsibilities.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Individualized emergency response information can help both employees with disabilities and organizations be better prepared for a range of emergencies such as fire, power outages or severe weather. For example, an employee who cannot hear a fire alarm will need to know how and when to safely exit the building in the event of a fire. Enersource will provide individualized workplace emergency response information to employees with disabilities if whenever the disability makes it necessary and, Enersource is aware of the need. With the employee's consent, Enersource will ensure the information is shared with anyone designated to help them in an emergency. As well, Enersource will require the employee's manager or supervisor to review the information with the employee whenever:

- The employee moves to a different location in the organization.
- The employee's overall accommodation needs or plan is reviewed.
- The organization's emergency response policies are updated.

BUILT ENVIRONMENT STANDARDS

Note: applies to public spaces that are newly constructed or redeveloped on and after the compliance date, January 1, 2017. Accessibility for elements related to buildings, for example, building entrances, washrooms and barrier-free paths of travel, are not addressed in this standard. They are addressed through Ontario's Building Code.

Accessible public spaces make it easier for people with disabilities to move through and use the environment. The standard requires Enersource to incorporate accessibility when building new public spaces, or making planned significant alterations to existing public spaces. Enersource will ensure that accessibility design guidelines are applied to all new building and redevelopment projects. As well, the management of Facilities will incorporate procedures to ensure that common areas are kept free of obstacles to accessibility and that regular maintenance on elevators and automated door operators is done to be certain they are operational. Enersource will perform inspections of offices and common areas, as part of Occupational Health and Safety Act requirements, to identify and address any impediments to the health and safety of employees, with consideration to the needs of people with disabilities.

Enersource will include accessible work environment best practices into each facility initiative to ensure individual needs are respected and wise investment in facility assets and equipment are made. These best practices include integrating accessible office design guidelines, as well as accessibility and ergonomically supportive choices in products, furniture, fittings and finishes. Enersource will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces including:

- Outdoor paths of travel, like sidewalks, ramps, stairs and curb ramps,
- Accessible off street parking and,
- Service-related elements like service counters, fixed queuing lines and waiting areas.

APPENDIX A: COMPLIANCE DEADLINES

The requirements of the Integrated Accessibility Standards Regulation 191/11 (IASR) are organized below in order of compliance deadline.

Compliance Deadline	Standard	Requirement
January 1, 2012	Customer Service Standard	Enersource must already be in compliance with all requirements under the Customer Service Standard.
January 1, 2012	Employment Standard	Workplace emergency response information must be provided in an accessible format on request
January 1, 2012	Information and Communication Standard	Emergency information must be provided in an accessible format on request
January 1, 2014	General Requirements	<p>Accessibility policies - Develop, implement and maintain policies about what the organization will do to meet the IASR requirements and become more accessible.</p> <p>Write a statement of commitment and make their policies available to the public.</p> <p>Multi-year accessibility plan</p> <p>Write an accessibility plan that sets out the steps Enersource will take to comply with Ontario’s accessibility laws and prevent and remove accessibility barriers. This plan should identify the wide range of disabilities and whether your current business practices could be creating barriers for customers or employees with disabilities. Your plan must set out how your organization will:</p>

Compliance Deadline	Standard	Requirement
		<ul style="list-style-type: none"> • meet its accessibility requirements under the IASR on time • address any current barriers to accessibility, and • prevent and remove future barriers. <p>Follow up</p> <p>You need to review and update your organization’s plan every five years. When you update the plan, you may want to highlight your organization’s accomplishments to date.</p> <p>Make your plan available to the public</p> <p>Once you have created your plan:</p> <ul style="list-style-type: none"> • post it on your organization’s website or in another public location • give the information to anyone who asks for it, and • provide it in an accessible format, when asked. <p>Self-service Kiosks</p> <p>Private sector and non-profit organizations must consider what accessibility features they could build into their kiosks to best meet the needs of their customers.</p>
	Information and Communication Standard	<p>Accessible websites and web content</p> <p>Beginning January 1, 2014:</p>

Compliance Deadline	Standard	Requirement
		<ul style="list-style-type: none"> • If you launch a new public website or your existing site undergoes a significant refresh, the site and any of its web content published after January 1, 2012, must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A. <p>Beginning January 1, 2021:</p> <ul style="list-style-type: none"> • All public websites and all web content on those sites published after January 1, 2012, must conform to WCAG 2.0 Level AA, other than providing captions on live videos or audio descriptions for pre-recorded videos. <p>You don't have to modify content posted before 2012 and you don't have to make your internal website accessible. If asked, you will need to work with individuals to make the content accessible to them in some way, like large print or Braille.</p>
By January 1 2015	General Requirements	<p>Training</p> <p>You must provide training on:</p> <ul style="list-style-type: none"> • the IASR requirements that apply to your organization's business, and • what you have to do under the Ontario Human Rights Code (related to disabilities).

Compliance Deadline	Standard	Requirement
		<p>You must provide the training to:</p> <ul style="list-style-type: none"> • all employees and volunteers, including paid and unpaid positions • anyone who is involved in developing your organization’s policies, including managers, senior leaders, directors and owners, and • anyone who provides goods, services or facilities on your behalf, such as facilities management and contact centres. <p>Train staff based on their duties</p> <p>Assess the IASR’s requirements against the duties of your organization’s people. Then, tailor the training to help them do their jobs. For example, a human resources manager may need different training than a cashier. If you use job descriptions, they may help you determine training needs.</p> <p>Training Records</p> <p>All organizations — except private sector and non-profit organizations with 1-49 employees — must also keep a record of the number of people who are trained and when.</p>
	Information and Communication Standard	<p>Feedback</p> <p>When asked, you must be able to receive and respond to feedback from your customers, your employees and members of the public who have a disability.</p>

Compliance Deadline	Standard	Requirement
By January 1 2016	Information and Communication Standard	<p>Accessible formats and communication supports:</p> <p>Let the public know that you will make information accessible upon request. Then, if a person with a disability asks for it, work with them to figure out how to meet their needs, as soon as possible. You don't have to have accessible formats on hand or make information that comes from another organization accessible, and this requirement doesn't apply to products or product labels. Let the public know that you will make information accessible upon request.</p> <p>(The items below also fall under the Information and Communication Standards, not the Employment Standards)</p> <p>All organizations in the province are required to have at least one employee to make hiring accessible. Let job applicants know that you will accommodate disabilities during the selection process. You can do this in many ways:</p> <p>Post the information on your website or include it in the job postings</p> <p>Call applicants directly, speak to them in person, or write them a letter or an email.</p> <p>Recruitment:</p> <p>If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.</p> <p>Notify successful applicants of your policies for accommodating employees with disabilities. You can do this by:</p> <p>Including the information in the offer letter or in a separate email</p>

Compliance Deadline	Standard	Requirement
		Calling applicants directly or speaking to them in person.
January 1, 2016	The Accessibility Standard for Employment	<p>Information for employees</p> <p>Tell staff about policies for supporting employees with disabilities. You can do this in the way that best suits your organization. Some examples are emails, memos or the company intranet. Note: Where appropriate, the IASR requirements can be integrated into existing policies.</p> <p>Processes to accommodate employees</p> <p>Organizations are required to make accommodation plans for employees with disabilities. You must develop individual accommodation plans for employees with disabilities in a clear and consistent way. Accommodation plans are a formal way to record and review the things you need to do to accommodate an employee with a disability. They need regular reviews and updates. In most cases, employees with disabilities will tell you if they require accommodation but you don't have to wait. If you see that an employee has a disability that may require accommodation, talk to them. When you create plans, outline:</p> <p>The accommodations you will provide</p> <p>How you will help your employees stay safe in an emergency</p> <p>Accessible formats and communications supports your employees need, and</p> <p>How and when you will review and update the plans.</p> <p>Keep this information private.</p>

Compliance Deadline	Standard	Requirement
By January 1 2021	Information and Communication Standard	Accessible websites and web content

APPENDIX B: SOME TYPES OF DISABILITIES

Disability	Description	Demographic
Mobility disability	difficulty walking up and down a flight of stairs, standing in one spot for 20 minutes or moving from one room to another	most common disability type among seniors experienced more by women than men
Agility disability	difficulty bending down, dressing or undressing, getting in and out of bed or grasping small objects	second most common type of disability among seniors more common in women than men
Pain disability	constant pain or recurring periods of pain resulting in a notable reduction in the amount or kind of activities someone can do	third most common type of disability among seniors women more likely than men to report a pain disability
Hearing disability	difficulty hearing another person talking (either face to face or on the telephone)	becomes increasingly common with age experienced by almost half of seniors aged 85 and over more common among men
Seeing disability	difficulty seeing the face of someone across the room, even when wearing glasses	more likely to develop with age; slightly more common among women
Memory disability	frequent periods of confusion or difficulty remembering things	increasingly common with age similar rates among sexes
Communication disability	difficulty making oneself understood while speaking	common to also have another disability, such as memory or mobility experienced with slightly more frequency by men than women
Learning disability	difficulty learning new things possibly diagnosed with a condition such as attention deficit disorder or dyslexia	not as common as other disabilities higher rates among seniors aged 85 and over equal rates for men and women
Emotional disability	difficulty taking on day-to-day tasks because of conditions such as depression or anxiety	living independently in community decreases likelihood of emotional disabilities (compared to younger adults) similar rates for men and women

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