



Title: Multi-Year Accessibility Plan		Document Number: NPIT-NA-0.3.3.4.4A	
AUTHORIZATION			
Role	Name	Initial	Date
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Review			
DOCUMENT HISTORY			
Revision	Date	Description	
0	2014	Issued for Implementation	
1	Fall 2014	Up-date of 2014 Activities	

This Program is to be reviewed on an Annual basis.



MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION/SUMMARY

Purpose

This Multi-Year Accessibility Plan documents the measures Northland Power is undertaking to comply with the regulatory requirements of Ontario's Accessibility for Ontarians with Disabilities Act (AODA) and its Regulations.

Objective

This Multi-Year Accessibility Plan itemizes the applicable compliance requirements stipulated by the AODA and its Regulations, and summarizes the activities Northland Power will undertake to comply with these requirements. A status is presented for each requirement, indicating the progress of Northland Power's implementation and a target completion date.

The Regulations promulgated under the AODA, each create "Accessibility Standards" which are to be complied with. Over time, it is expected that the government will either introduce new Accessibility Standards or will amend the existing ones. Northland Power will monitor the government's web site for notices related to any changes and will up-date this Plan accordingly.

Application

Northland Power is committed to meeting the accessibility needs of persons with a disability and providing accommodation to employees, where required.

Northland Power has developed an "Accessibility Standards Program" which details specific actions the organization is undertaking/implementing to comply with the AODA's applicable Accessibility Standards. Northland Power's head office will provide the main oversight and guide the effort in the development and implementation of the Accessibility Standards Program

This Multi-Year Accessibility Plan is a summary of the main elements from the Accessibility Standards Program, which must be completed to achieve compliance, providing a status of activities which have been implemented and identifying due dates for future actions.

Multi-Year Accessibility Plan: Summary and Status

Regulatory Reference	Requirements	Action Plan	Status
AODA, Act 2005			
	The Act applies to organizations that provides goods, services or facilities, and employs a person in Ontario.	The AODA applies to NPI. Develop policies, procedures and plans, as specified in the Regulation standards.	Implementing AODA measures, as required
	Required to file an accessibility report to the Director annually or as otherwise directed. First report due by Dec. 31, 2012.	The initial report was filed on December 27, 2012.	Complete
	Reg. 191/11 amended the reporting period to every three years starting December 31, 2014.	Comply with new reporting date, prior to December 31, 2014, and then every three years.	Ensure completed by Dec. 31/14 Schedule every 3 rd yr.
	The report shall be made available to the public on request.	Reports are available upon request	Complete
Accessibility Standards for Customer Service - Reg. 429/07.			
Customer Service Standard	Reg. 429/07 sets accessibility standards for <u>customer service</u> and applies to organizations that provide goods or services to the public or other third parties, and has 1 or more employees.	Where as NPI's product is high voltage electricity, there is little interaction with an individual customer or the public. In the absence of a true "customer", NPI's customer service segment of the Accessibility Standards Program will focus on providing equal access to business associates and suppliers/clients.	Complete

Regulatory Reference	Requirements	Action Plan	Status
	<p>Providers of goods/services shall develop policies/procedures governing the delivery of these to persons with disabilities.</p> <p>The policies/procedures shall be made available, upon request, and in a format that takes into account any disability the requester may have.</p>	<p>NPI's Accessibility Standards Program consolidates the organization's policies, procedures and training plan.</p> <p>The NPI corporate web site has an Accessibility page and the ability to request the documentation is noted there.</p>	<p>Complete</p> <p>Complete</p>
	<p>Training is to be provided to staff that are responsible for the delivery of goods or services to persons with a disability.</p> <p>The training content is to be documented.</p> <p>Records of the training are to be retained.</p>	<p>NPI does not provide goods/services directly to individuals. Despite this, NPI will provide general awareness training will be provided to senior staff and to reception/admin staff who may encounter business associates or suppliers who are disabled.</p> <p>Using the Ministry's training resource.</p> <p>Records will be kept.</p>	<p>Complete</p> <p>Complete</p> <p>Complete (on-going)</p>
	<p>A documented feedback process is to be created to allow persons with disabilities to provide feedback on how the goods and services were provided.</p> <p>The feedback process needs to be in a format useable by the disabled person.</p> <p>The feedback process document is to be made available, upon request.</p>	<p>The feedback process is contained in the NPI Accessibility Standards Program.</p> <p>NPI will accept the feedback in a medium suitable to the disable person.</p> <p>The ability to request the NPI documentation is noted on the web site</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p>

Regulatory Reference	Requirements	Action Plan	Status
Integrated Accessibility Standards- Reg. 191/11			
	<p>Regulation 191/11 sets accessibility standards for <u>information</u>, <u>communication</u>, <u>employment</u>, <u>transportation</u> and <u>design of public spaces</u> and applies to organizations that provide goods or services to the public or other third parties, and has 1 or more employees.</p> <p>Policies/Procedures will be developed and implemented and maintained to comply with the requirements of Reg. 191/11.</p>	<p>NPI is not required to meet the transportation and design of public spaces standards, and portions of the standards: information, communication and employment also do not apply.</p> <p>NPI's Accessibility Standards Program was updated to include the applicable requirements of Reg. 191/11.</p>	Complete
Accessibility Standard General	<p>Obligated organizations will develop a statement of commitment for meeting the accessibility needs of persons with disabilities.</p> <p>The policies/procedures and the statement of commitment are to be made publicly available and be in an accessible format, upon request.</p>	<p>NPI's Accessibility Standards Program includes a commitment statement.</p> <p>The Accessibility page on the NPI corporate web site identifies the ability to request the documentation, in an accessible format.</p>	Complete
	<p>A Multi-Year Accessibility Plan (MYAP) will be prepared indicating NPI's plans to promote/deliver on accessibility initiatives.</p> <p>The MYAP is to be placed on the web site and made available in accessible format, upon request</p>	<p>This is the MYAP document required by Reg. 191/11.</p> <p>The MYAP is posted on the corporate web site and will be made available in an accessible format, if requested</p>	Complete

Regulatory Reference	Requirements	Action Plan	Status
	The MYAP is to be reviewed and updated at least every 5 years.	MYAP will be review and updated at least every 5 years.	On-going
Training	<p>Training on the Reg. 191/11 requirements and the Ontario Human Rights Code is to be provided to <u>all</u> employees/workers. The training can be tailored to be appropriate to the duties of the employee/worker and should be in place by January 1, 2015.</p> <p>Records of the training are to be kept.</p>	<p>A training program is to be developed covering the required subject matter and then offered to all employees/workers.</p> <p>Training records will be retained.</p>	<p>In process, target January 1, 2015</p> <p>On-going</p>
Information, Communication Standards	<p>Obligated organizations shall inform the public that the documented feedback process is available in accessible format, or for use with communication supports, by January 1, 2015.</p> <p>Obligated organizations shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, by January 1, 2016.</p>	<p>NPI has a web posting notifying the public of the feedback process and offering it in a suitable format, upon request.</p> <p>A review will be conducted by HR, IT and Corporate Communications to identify where additional effort may be required in providing accessible formats and/or communication supports.</p>	<p>Complete</p> <p>Implement by July 2015</p>
Web Design	Organizations shall make their new internet web sites and post-2012 web content conform to the WWW Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A – by 2014, and All web sites and content conform to the Level AA – by 2021.	<p>The main NPI web site was confirmed to be compliant to WCAG 2.0 Level A.</p> <p>Review will be undertaken to identify what WCAG 2.0 Level AA requires and where NPI is short of the standard.</p>	<p>Completed</p> <p>Review by Dec 31, 2015.</p>

Regulatory Reference	Requirements	Action Plan	Status
Employment Standards	<p>By January 1, 2016, organizations must implement measures to allow employees (new/prospective) to have their disabilities accommodated in the course of their employment. These initiatives include:</p> <p>Recruitment Process – notification is to be provided related to the ability of being able to accommodate applicants with disabilities;</p> <p>Employers are to notify their employees of the possibility for job accommodations to improve accessibility for the worker;</p> <p>Employers are to provide information needed to perform a job, in an accessible format or with communication supports, if a disabled employee requires;</p> <p>Develop individualized emergency egress/evacuation plans for those with disabilities;</p> <p>Document a process for preparing an individualized accommodation plan for an employee that needs one;</p> <p>Process for disability Return to Work plans</p> <p>Performance reviews, career development plans to include disability management</p>	<p>NPI HR will review the requirements of Reg. 191/11 and establish a plan to ensure the NPI employment practices align with the regulatory requirements.</p>	<p>Target May 2015 for Rev. 0 HR Plan</p> <p>Complete</p> <p>Outstanding</p> <p>Outstanding</p> <p>Outstanding</p> <p>Outstanding</p> <p>Outstanding</p>