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**Application**

The following policy has been established by Grimsby Power to govern the provision of services in accordance with Regulation 191/11. “*Integrated Accessibility Standards*” (“Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Grimsby Power is governed by this policy as well as the *Accessibility Standards for Customer Service Policy, 1.09*, and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

**Commitment**

Grimsby Power is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

This policy will be implemented in accordance with the timeframes established by the Regulation.

**Out of Office or Self-Serve Kiosks**


Grimsby Power will have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

**Training Employees and Volunteers**

Grimsby Power will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation as it pertains to persons with disabilities, to;

- all its employees and volunteers;
- all persons who participate in developing Grimsby Power’s policies; and
- all persons who provide goods, services or facilities on behalf of the company

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The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable, and normally within their probationary period.

Grimsby Power will keep a record of the training it provides.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

Grimsby Power will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision, of, accessible formats and communications supports, upon request.

### **Accessible Formats and Communication Supports**

Upon request, Grimsby Power will provide, or will arrange for the provision of, accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the persons' accessibility needs due to disability.

Grimsby Power will consult with the person making the request in determining the suitability of an accessible format or communication support.

Grimsby Power will also notify the public about the availability of accessible formats and communication supports.


### **Accessible Websites and Web Content**

Grimsby Power will work towards having the company's websites, including web content; conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable. <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=23601>

## **EMPLOYMENT STANDARDS**

### **Recruitment**

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Grimsby Power will notify its employees and the public about the availability of accommodation for applicants with disabilities to support their participation in its recruitment process.

### **Recruitment, Assessment or Selection Process**

Grimsby Power will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the recruitment, assessment and selection process.

If a selected applicant requests an accommodation in the process, Grimsby Power will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, Grimsby Power will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

Grimsby Power will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practical after commencing employment.


### **Accessible Formats and Communications Supports for Employees**

Upon the request of an employee with a disability, Grimsby Power will consult with the employee to provide, or arrange for the provision of, accessible formats and communication support for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Grimsby Power will consult with the employee making the request.

### **Workplace Emergency Response Information**

Grimsby Power will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is

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necessary, and if Grimsby Power is aware of the need for accommodation due to the employee's disability. Grimsby Power will provide this information as soon as practicable after becoming aware of the need for accommodation.

An employee who requires individualized workplace emergency response assistance due to a disability will inform his or her Supervisor and the Executive Assistant and together they will document the individualized workplace emergency assistance required on Grimsby Power's "Individual Employee Emergency Assistance Information Form" (Appendix 1) and "Identification of Potential Barriers during an Emergency Response: form (Appendix 2) Such forms will be revised as required to accommodate individual needs. With the employee's consent, Grimsby Power will provide a copy of the completed form to the person(s) designated by Grimsby Power to provide assistance to the employee during an emergency. The completed form will be kept in the employee's Human Resources file.

The employee is responsible for initiating any updates to the document that may be required due to changes in 1) accommodation needs or plans, 2) work location, 3) any other changes which would impact the employee's emergency assistance plan.

**Documented Individual Accommodation Plans**

Grimsby Power will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. Reference Policy - Accommodating Employees with Disabilities – Policy # 1.14

If requested, the information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.


In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

**Return to Work Process**

Grimsby Power maintains a documented return to work process for its employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work. Reference Policy # 3.01 and #3.02

The return to work process outlines the steps Grimsby Power will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

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This return to work process will not replace or override any other return to work process created by or under any other statute, (i.e. Workplace Safety Insurance Act, 1997).

**Performance Management, Career Development and Advancement & Redeployment**

Grimsby Power will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.