



McDougall Energy

Multi-Year Accessibility Plan 2013-2018

Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario
Regulation 191/11 Integrated Accessibility Standards

The Accessibility Plan is available on the McDougall Energy website.

Alternative formats are available upon request.

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Introduction and statement of commitment

The **Integrated Accessibility Standards Regulation (IASR)** under the **Accessibility for Ontarians with Disabilities Act (AODA)** requires McDougall Energy to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

Every five years, McDougall Energy sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, McDougall Energy aims to become barrier-free by 2025.

This course includes complying with the following accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

The 2012–2017 accessibility plans will help to inform planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the **Accessibility for Ontarians with Disabilities Act (AODA)**.

The multi-year accessibility plan outlines the specific steps McDougall Energy is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

McDougall Energy remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA.

In accordance with the requirements, McDougall Energy will:

- Provide all information relating to the plan in alternative formats upon request
- Review and update the plan at least once every five years

Section One: Report on measures already implemented to identify, remove and prevent barriers in 2012–2017

From 2012-2017, McDougall Energy will continue to comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation—Standards for Employment, Information and Communications. When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives McDougall Energy implemented on or before January 1, 2012 and will continue to implement from 2012–2017.

1. Standards for Customer Service

McDougall Energy met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these on the intranet and website.
- Providing accessibility awareness, AODA and customer service standard training to all staff
- Creating a customer service policy that highlights information about accessibility requirements under the AODA including policies, guidelines and mandatory and recommended training requirements for staff and management.
- Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool at ServiceOntario's ONE-Source for Business website.
- Tracking attendance for accessibility training courses.
- Feedback process implemented and posted on website

Completion date: December 2012

2. Emergency response and evacuation plans under the IASR Standards for Information and Communications and Employment

McDougall Energy has developed and implemented a Visitors Policy and Protocol. The protocol involves a review of what to do in an emergency. The policy identifies the requirement for visitors to sign in to all sites. If a visitor has a disability, an individualized plan will be determined for emergency response and evacuation for that individual.

McDougall Energy is committed to providing the customers and clients with publicly available emergency information in an accessible format upon request.

Completion date: December 2012

Section Two: Report on planned measures to identify, remove and prevent barriers in 2012–2017

This year, **McDougall Energy**'s accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas—information and communications, employment, transportation, and the built environment.

1. Standards for Customer Service

McDougall Energy is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 1, 2012. This means they will receive goods and services with the same high quality and timeliness as others as per the customer service policy issued January 1, 2012.

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, McDougall Energy will:

- Assess premises and other areas where barriers may exist that prevent customer access to our goods and services.
- Review effectiveness of policy, procedures and practices and make necessary adjustments.
- Update customer service policy on providing services to people with disabilities in regards to accessible formats under the Integrated Regulation.

2. Standards for Integrated Accessibility general requirements

Accessibility policy and statement of commitment to IASR Commitment

McDougall Energy will develop, implement and maintain policies, practices and procedures governing how the organization achieves or will achieve accessibility. We will:

- Draft a policy that addresses how McDougall Energy will achieve or has achieved accessibility through meeting the IASR's requirements.
- McDougall Energy's Integrated Accessibility Standards Regulation policy and statement of commitment will be made available to the public on the premises and on the corporate website.

- McDougall Energy's Integrated Accessibility Standards Regulation policy and statement of commitment will be available in an accessible format upon request.

Completion date: by January 1, 2014

Accessibility plan maintenance

Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.

Review and update the accessibility plan at least once every five years.

Completion date: by January 1, 2014

Self-service kiosks

McDougall Energy has reviewed the placement of our self-service kiosks and believe they would be all be accessible to customers with disabilities. We believe all machines that we contract with outside vendors to meet IASR standards. If we are adding any new kiosks, we will;

- Have regard for accessibility criteria and features when acquiring and using self-service kiosks, except where it is not practical to do so
- Upon request, provide an explanation when it is not practical to do so

Completion date: by January 1, 2014

Training

McDougall Energy is committed to implementing a process to ensure that all employees receive the appropriate training that meets the requirements under the Integrated Regulation.

McDougall Energy will:

- Provide training to employees, volunteers and other staff members on the requirements of the Integrated Regulation and on the **Human Rights Code** as it

pertains to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided
- Ensure training is provided on the requirements of the accessibility standards
- Provide training in respect to any changes to policies on an ongoing basis

Completion date: by January 1, 2015

3. Standards for Information and Communications

McDougall Energy is committed to meeting the communication needs of people with disabilities. We will use feedback from employees and customers to identify and remove barriers and to determine information and communication needs.

McDougall Energy will incorporate new accessibility requirements under the information and communications standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities.

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, McDougall Energy will:

- Ensure all websites and web content conform to WCAG 2.0 Level AA other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021

Feedback

- Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request
- Consult the person making the request to determine suitability of format
- Notify the public about the availability of accessible formats and communication supports

Completion date: by January 1, 2016

4. Standards for Employment

McDougall Energy is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Recruitment

McDougall Energy will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, McDougall Energy will:

- On McDougall Energy 's website and in job advertisements, will specify that accommodation is available for applicants with disabilities
- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities
- Inform candidates about the availability of accommodations:
 - when called for an interview
 - during the selection process
 - at the time of job offer
 - at orientation
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs
- When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities
- Review and amend policy in compliance with AODA

Completion date: by January 1, 2016

Support information for employees

McDougall Energy will incorporate new accessibility requirements under the Employment standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, McDougall Energy will:

- Inform current employees and new hires soon after they begin employment of McDougall Energy's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- Provide information under this section to new employees as soon as practicable after they begin their employment
- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
 - information that is needed in order to perform the employee's job
 - information that is generally available to employees in the workplace

Completion date: by January 1, 2016

Documented individualized plans (i.e. return to work plan, accommodation plan)

McDougall Energy will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support employees are eliminated and corporate policies are followed where applicable.

McDougall Energy will assess its return-to-work and accommodation plans, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, McDougall Energy will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan

- Include in the process the means by which the employee is assessed on an individual basis
- Provide an individualized accommodation plan in writing to any employee with a disability
- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work

Completion date: by January 1, 2016

Performance assessment, career development and advancement, and redeployment

McDougall Energy will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and corporate policies are followed where applicable.

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, McDougall Energy will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account:
 - when assessing their performance
 - in managing their career development and advancement
 - when redeploying them
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities
- Take into account the accessibility needs of employees with disabilities when redeploying employees

Completion date: by January 1, 2016

5. Standards for Transportation

This standard does not apply to McDougall Energy.

6. Standards for the Built Environment

This standard is not yet law; however McDougall Energy is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or when possible before that happens, McDougall Energy will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.