



Burlington Hydro 2019 - 2024 Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan has been developed in accordance with the Integrated Accessibility Standards. Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The plan outlines the initiatives and actions that the Company takes to address barriers to accessibility, while ensuring the Company meets its obligations under the Ontarians with Disabilities Act, 2001.

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

<https://www.burlingtonhydro.com/accessibility.html>

Burlington Hydro will provide, upon request, policies and procedures relating to the provision of services to people with disabilities in a format that takes into account the person's disability. Plan last reviewed December 3, 2019 (Review frequency every 5 years as per reg)

Table 1

General Deliverables	Proposed Implementation	Date of Completion	Legislated Date
Customer Service Standard	Q42011	Q42011	Jan-12
Policies & Procedures - Integrated Standards			
Updated Statement of Org. Commitment	Q4 2013	Sep-13	Jan-14
Written Document	Q4 2013	Sep-13	Jan-14
Available to the Public - upon request	Q4 2013	Sep-13	Jan-14
Available in Alternative Formats - upon request	Q4 2013	Sep-13	Jan-14
Accessibility Plan - Multi Year	Q4 2013	Sep-13	Jan-14
Accessibility Plans - Post to web	Q4 2013	Sep-13	Jan-14
Accessibility Plans - Review every 5 years	Q4 2019	Dec-19	Jan-14
Available to the Public - upon request	Q4 2013	Sep-13	Jan-14
Training - all employees re IRS and Human Rights Code	Q1 2014	in compliance	Jan-15
Information & Communication			
Emergency Procedure Plans	Q4 2011	Jan-12	Jan-12
Feedback - accessible upon request	upon request	in compliance	Jan-15
Accessible formats and communication supports (timely manner, no cost charged to other persons)	Q4 2015	Oct-15	Jan-16
All internet websites & content WCAG 2.0 Level AA	Q4 2020	Oct-22	Jan-21
Employment			
Workplace Emergency Response	Q4 2011	May-12	Jan-12
Recruitment - notify employees and public re availability of accommodation with disabilities during the recruitment and assessment processes and when people	Q4 2015	Oct-15	Jan-16
Notify applicant - availability of accommodation upon request for assessments or selection process	Q4 2015	Oct-15	Jan-16
Inform employees of policies re job accommodations	Q4 2015	Oct-15	Jan-16
Accessible formats and communication supports available to perform job	Q4 2015	Oct-15	Jan-16
Document Individual Acc. Plan	Q4 2015	Oct-15	Jan-16
Return to Work Process	Q4 2015	Oct-15	Jan-16
Employer that uses Performance Management	Q4 2015	Oct-15	Jan-16
Employer that provides: Career Development and Advancement	Q4 2015	Oct-15	Jan-16
Employer that uses Redeployment	Q4 2015	Oct-15	Jan-16