

Subject AODA - Multi-Year Accessibility Plan Requirement		
Issued by Pamela Leung	Date January 2017	Issue Number 3
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Introduction

Hydro Extrusion Canada strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Organizational Commitment

Hydro Extrusion Canada is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Customer Service

The Customer Service Standard, the first standard under AODA was implemented by Hydro in 2011.

Hydro uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods or services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law

The following measures have been implemented at Hydro:

- Training on AODA Customer Service has been provided to all our staff, and part of the orientation for all new hires

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- Notice will be provided by posting at reception or via phone, email where applicable when a service disruption occurs and will be done quickly as possible if the disruption is unexpected
- Completion of training of all employees is tracked and recorded
- Comments relating to our services with regards to customer service are welcome and appreciated. Comments can be made verbally, by e-mail or in writing. All feedback will be directed to HR Manager by email and phone.

Information and Communications

Hydro is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

To achieve this objective, Hydro has undertaken the following plans to ensure compliance with the IASR standard:

- Hydro will ensure that essential information is accessible to persons with disabilities
- A feedback process has been established that is accessible. Alternate formats are also available such as telephone, mail and in-person.

Employment

Hydro is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees, that when requested, Hydro will accommodate people with disabilities throughout all phases of the employment relationship, which are detailed more fully below.

a. Recruitment

- Specify that accommodation is available for applicants with disabilities in recruitment material and with regards to interviews and assessments
- Hydro job postings will state that accommodations will be available on request for persons with disabilities
- Inform employees of policies supporting employees with disabilities. This information will be provided to new employees as soon as is practicable after hiring
- Provide updated information on accommodation policies to employees when they occur
- Consult with employee to determine suitability of format or support

Timeline: ongoing

b. Documented Individual Accommodation Plans

- Participation of the employee requiring the individual accommodation plan

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- Requesting outside medical evaluation, to the extent necessary, to determine if accommodation can be achieved and how
- Ensuring a high level of privacy is achieved, and that information is only disclosed to individuals as necessary and in order to achieve the accommodation needs of the person with a disability
- Providing regular review and updates with employee during the accommodation process
- Providing an employee with information if a request for accommodation is denied
- If required, including individualized workplace emergency response information

Timeline: Started 2011 and ongoing

c. **Return to Work**

Hydro has developed and maintains a return to work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The accommodation process is outline in Hydro's Return to Work Policy. The process includes steps Hydro takes to facilitate the return to work process and uses the documented individual accommodation plan.

Timeline: Started 2011 and ongoing

d. **Performance Management, Career Development and Redeployment**

Hydro is committed to ensuring the accessibility needs of employees with disability needs are taken into account with regards to performance management, career development and redeployment process.

- Hydro will support and address any accessibility needs of the employees with disabilities and will take into account individual accommodation plans when it comes to performance management, career development and career redeployment.

Timeline: Started 2014 and ongoing

e. **Accessible Emergency Information**

Hydro recommends that all persons with disabilities or special needs to become familiar with the emergency procedures and policies that are provided during orientation or communicated when changes are made.

During the onboarding process for new hires, Hydro informs new hires of the availability of individual emergency response plans that takes into account their disability.

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If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee providing the assistance.

Hydro will document issues of accessibility and will continue to review the individualized workplace emergency response plans when necessary, such as when the location of an employee changes.

Timeline: Started 2014 and ongoing

Training

Hydro 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 manner that best suits the duties and needs of employees who deals with the public on behalf of Hydro.

Hydro has taken the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws:

- Develop a process that determines and ensures that correct training is delivered on the requirements of the IASR and the Ontario Human Rights Code
- Ensures all new hires complete AODA training within two weeks of employment
- Records the training via sign off and filed in the employee's file.

Timeline: ongoing

Design of Public Spaces

Hydro Extrusion Canada will meet accessibility laws when building or making major changes to public spaces.

Timeline: when changes are made that impact the public

For More Information

For more information on this accessibility plan, please contact at

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