

NPower Canada Multi-Year Accessibility Plan 2021-2026

Accessibility Standards for Customer Service				
Legislative Requirement	Deliverables	Accountability	Compliance Strategies	Status
Establishment of Accessibility Policies	Create & post policies, procedures developed to ensure access to services and opportunities to persons with disabilities	HR Dept.	Post policies on NPower Canada website and incorporate these into new hire onboarding	Completed
Support persons & service animals	Service animals permitted when accessing NPower Canada services, programs and facilities unless the animal is otherwise excluded by law in which case an appropriate alternative will be made available.	HR Dept.	Guidelines posted at front reception and on the NPower Canada website	Completed
Notification of temporary service disruptions	Notice of service disruptions to include information about the reason, how long the disruption will last, and a description of any alternative facilities or services that may be available	HR Dept.	Notice placed at all public entrances and service counters at our facilities, on our voicemailgreetings, NPower Canada website and social media	Ongoing
Staff training	Related training is given to all staff and additional trainings in order to incorporate any changes that may be necessary	HR Dept.	Training records kept by HR dept. Mandatory training is provided to all new employees, volunteers, and placement student during their onboarding. Refresher training given to all.	Completed
Implement a process for receiving and responding to feedback regarding the provision of services to persons with disabilities. Feedback may be provided in person, by telephone, in writing or electronically.	Feedback process. AODA Customer Service Feedback Form.	HR Dept.	Feedback and forms are directed to HR dept. Feedback can be made in person, by telephone, in writing or electronically	Completed
Make customer service standard policy documents are available to public upon request.	Accessibility standard documents posted on NPower Canada website.	HR Dept.	Documents posted to website.	Completed

Integrated Accessibility Standards - General				
Legislative Requirement	Deliverables	Accountability	Compliance Strategies	Status
Establishment of Accessibility Policies	Develop, implement and maintain accessibility policies ; provide to public in an accessible format upon request	HR Dept.	Accessibility policies are posted on NPower Canada website	Completed
Statement of organizational commitment to meet the accessibility needs in a timely manner	Develop a statement of commitment to meet the accessibility needs	HR Dept.	Our statement of commitment is posted on our website	Completed
Multi-year accessibility plan and annual status report	Develop and implement a multiyear accessibility plan. Post multi-year plan on website and review and update the plan every 5 years	HR Dept.	HR to work with management team to develop multi-year plan and post to NPower Canada website	Ongoing

Integrated Accessibility Standards - Information & Communications				
Legislative Requirement	Deliverables	Accountability	Compliance Strategies	Status
Feedback process	Feedback process. AODA Customer Service Feedback Form.	Admissions	Feedback and forms are directed to HR dept. Feedback can be made in person, by telephone, in writing or electronically	Completed
Accessible formats and communication supports	Procedures in place for providing information in accessible formats or with communication supports	HR Dept.	Customer service standard documents are available in alternate formats upon request	Ongoing
Emergency procedures, plans & safety information in accessible formats	Ensure emergency procedures are in accessible formats	HR Dept.	Ensure emergency procedures are in accessible formats	Ongoing
Web conforms with WCAG 2.0	NPower Canada's webpages will be developed in accordance with WCAG2.0	MarComm Dept	IT staff ensures all web material are compliant	In Progress
Supplementary materials in accessible formats	Produce supplementary materials in accessible formats	HR Dept. / Mgmt T	Materials are all in accessible digital format	Ongoing

Integrated Accessibility Standards - Employment				
Legislative Requirement	Deliverables	Accountability	Compliance Strategies	Status
Notification about the availability of accommodation for employment applicants with disabilities in the recruitment process	HR will notify candidates that accommodation will be provided upon request	HR Dept.	Statement regarding accommodation is added to all job postings	Completed
Notify job applicants during the recruitment process that accommodations are available upon request. Consult with selected applicants and provide suitable accommodation	HR informs candidates of accommodation during interview / selection process	HR Dept.	Accommodation statement included in offer material	Completed
Notify successful applicants of accommodation policies	Accommodation statement included in offer material	HR Dept.	Policies reviewed during onboarding	Completed
Inform new employees of accommodation policies	Policies reviewed during onboarding	HR Dept.	Discussion and action takes place when required	In Progress
Discuss accommodation needs with new employees and ensure these accommodations are in place before they start work	Discussion and action takes place when required	HR Dept.	Information is in accessible formats	In Progress
Accessible formats and communication supports for info required to perform job and for general employee info	Provide information in accessible formats	HR Dept.	Online training modules provided to employees and volunteers	In Progress
Train all employees and volunteers on the Ontario Human Rights Code and AODA	All employees do online training	HR Dept.	Employees are able to communicate needs to HR	In Progress
Individualized workplace emergency response information to employees with a known disability	Request that employees identify accessibility needs and if they require assistance/accommodations during an emergency and include such accommodation in the emergency evacuation plans			