

## **Live Electric's Multi-Year Accessibility Plan (2024 - 2029)**

### **I. Overview of Plan and Statement of Commitment**

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Live Electric is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA" or the "Act"), as well as the Integrated Accessibility Standards Regulation (Regulation 191/11) (the "IASR").

Building on Live Electric's Integrated Accessibility Standards Policy, Live Electric is committed to treating all people in a way that allows them to maintain their dignity and independence. Live Electric believes in integration and equal opportunity. Live Electric is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting requirements under the AODA and its Regulation.

As part of Live Electric's commitment to meeting its obligations under the Act, Live Electric has developed this multi-year plan that outlines Live Electric's strategy to prevent and remove barriers and meet its requirements. Live Electric's Multi-Year Accessibility Plan will be reviewed and updated by Live Electric at least once every five years.

### **II. Establishment of, and Access to, Accessibility Policies and Plan**

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Live Electric has:

1. Developed, implemented, and is maintaining, corporate policies, namely the Integrated Accessibility Standard Policy, governing how the organization will achieve accessibility [s. 3(1) IASR];
2. Established, implemented, and is maintaining, this Multi-Year Accessibility Plan which outlines Live Electric's strategy to prevent and remove barriers and meet the requirements under the AODA and its Regulation. This plan includes a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner [s. 4(1)(a-c) IASR];
3. Made its corporate policy on accessibility and this Multi-Year Accessibility Plan available to the public on Live Electric's website, and made them available in accessible formats upon request [s. 3(3)(b) and s. 4(1)(b) IASR]; and
4. Makes Emergency Procedures, Plans or Public Safety Information that are already available to the public, available in accessible formats or with appropriate communication support upon request [s. 13(1) IASR].

### **III. Training**

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Live Electric has:

1. Provided initial training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation appropriate to their duties to
  - a. All Live Electric employees, volunteers, and any others who may be acting on Live Electric's behalf in dealing with the public or any other third parties;
  - b. All employees involved in the development of Live Electric's policies; and
  - c. All other persons who provide goods, services or facilities on behalf of Live Electric [s. 7 IASR]; and
2. Maintained records of the training that was provided, the dates when training was completed and the names of the individuals who completed the training [s. 7 IASR].
3. Included this training as a part of its onboarding process for new employees.

### **IV. Information and Communications Standards**

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#### **A. Accessible Websites and Web Content**

Live Electric has made Live Electric's Internet websites and web content conform to WCAG 2.0 Level AA, except for exclusions set out in the IASR [s. 14(2) and (4) IASR].

#### **B. Feedback, Accessible Formats and Communication Supports**

Live Electric has:

1. Ensured any emergency procedures, plans or public safety information that is made available to the public, can be made available in an accessible format, or with appropriate communication supports, as soon as practicable upon request [s.13 IASR];
2. Ensured that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support to be available upon request [s. 11 IASR].
3. Put a statement on Live Electric's website about the availability of accessible formats and communication supports and, upon request, shall provide or arrange for the provision of accessible formats and communication supports in a timely manner at no additional cost to the requester [s. 12 IASR].

## **V. Employment Standards**

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### **A. Individualized Workplace Emergency Response Information**

As applicable, Live Electric will:

Provide individualized workplace emergency response information to employees who have a disability where the disability is such that the individualized information is necessary, and Live Electric is aware of the need for accommodation due to the employee's disability. [s. 27 IASR].

Prior to providing assistance, ask the employee if they are comfortable with our designated person providing assistance. [s. 27(2) IASR].

Provide an individualized workplace when the employee moves to a different location in the organization, completed prior to moving locations; when the employee's overall accommodations needs or plans are reviewed, completed upon request by the employee; and when the employer reviews its general emergency response policies, completed yearly. [s. 27(4) IASR].

Ensure that any information regarding the employee's disability and accommodation needs is kept confidential and shared only with those involved in implementing the emergency response plan.

### **B. Recruitment**

Live Electric:

1. Notifies employees and the public that accommodations are available for applicants with disabilities in Live Electric's recruitment process [s. 22 IASR];
2. Informs applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request, in relation to materials and/or processes to be used [s. 23(1) IASR];
3. Upon request by a selected applicant, consults with the applicant and arrange for suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability [s. 23(2) IASR]; and
4. Notifies the successful applicant, when making offers of employment, of Live Electric's policies for accommodating employees with disabilities [s. 24 IASR].

### **C. Informing Employees of Supports**

Live Electric:

1. Informs employees and new hires (as soon as practicable) of Live Electric's policies to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account the employee's accessibility needs due to a disability; and keep employees up-to-date on changes to these policies [s. 25(1)-(3) IASR]; and
2. Upon request from an employee with a disability, and further to consultation with the employee, provides for suitable accessible formats and communication supports for: information needed by the employee to perform their job, and information that is generally available to employees at Live Electric [s. 26 1-2 IASR].

### **D. Documented Individual Accommodation Plans / Return to Work Process**

As applicable, Live Electric:

1. Has a written process for the development of documented individual accommodation plans which include all the requirements set out by the IASR [s. 28 IASR]; and
2. Has a return to work process for employees who have been absent due to a disability and require disability-related accommodation to return to work; which process outlines the steps Live Electric will take to facilitate the employee's return to work and use the employee's individual accommodation plan as part of that process [s. 29 (1)-(3) IASR].

### **F. Performance Management, Career Development / Advancement, & Redeployment**

Live Electric:

Takes into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing Live Electric's performance management processes, considering career development and advancement opportunities and redeployment of its employees with disabilities [s. 30-32 IASR].

## **VI. Design and Use of Public Spaces**

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Live Electric will meet the IASR for all public spaces should any such construction or redevelopment take place in the future.

Live Electric will take appropriate steps to maintain and repair accessible elements of its public spaces.

Live Electric will monitor public spaces that include accessible elements for deterioration and damage, and, in the event that accessible elements are not in working order, Live Electric will take appropriate