



# Multi-Year Accessibility Plan

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Accessibility for Ontarians with Disabilities Act (AODA)

**2025 - 2030**



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## Introduction

The Accessibility for Ontarians with Disabilities Act (the “AODA”) was proclaimed by the Province of Ontario in 2005. The legislation aims to develop, implement and enforce accessibility standards in order to achieve full accessibility in the Province of Ontario by 2025.

Algonquin Power & Utilities Corp (hereinafter referred to as the “Company”, “we”, “us” or “our”), is committed to working towards full compliance with current standards under the AODA.

This Multi-Year Accessibility Plan outlines the policies and actions that the Company will put in place to improve opportunities for people with disabilities.

## Statement of Commitment

The Company is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the AODA and Ontario’s accessibility laws.

The Company is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code (the “Code”) respecting non-discrimination. The Company understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Code or obligations to people with disabilities under any other law.



**Plan**

**Part I – General Requirements**

Act Section, Requirement and Description	Action	Owner	Status
<p><b>3. Establishment of Accessibility Policies</b></p> <p>3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.</p> <p>3.(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p> <p>3.(3) Every obligated organization, other than a small organization, shall,</p> <p>a) prepare one or more documents describing the policies it developed under subsection (1); and</p> <p>b) make the documents publicly available and, on request, provide them in an accessible format.</p>	<p>The Company has created an Integrated AODA Policy. In addition, the Company has Human Rights and Workplace Civility Policies that outline our commitment to a respectful, healthy, safe, and caring work environment for all. These policies can be found on our Intranet.</p> <p>The Company’s statement of commitment as set out in the Multi-Year Accessibility Plan and the AODA Policy affirms the Company’s intention to provide equal access and participation for people with disabilities.</p>	<p>Human Resources</p>	<p>Completed</p>
<p><b>4. Accessibility Plans</b></p> <p>4.(1) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,</p> <p>a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;</p>	<p>The Multi-Year Accessibility Plan that the Company has developed will be reviewed at least every 5 years as required.</p>	<p>Human Resources</p>	<p>Completed</p>



<p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>			
<p><b>7. Training</b></p> <p>7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>a) all persons who are an employee of, or a volunteer with, the organization;</p> <p>b) all persons who participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>7.(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>7.(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>7.(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>7.(5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the</p>	<p>We have taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:</p> <ul style="list-style-type: none"> <li>• Mandatory training courses for all new hires and employees are assigned entitled "AODA and IASR Combined Course - The Accessibility for Ontarians with Disabilities Act" and "Respect and Civility"</li> <li>• We keep and maintain a database of the training participants' names and dates of completion.</li> </ul>	<p>Human Resources</p>	<p>Completed</p>



<p>training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>			
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**Part II – Information and Communications**

Act Section, Requirement and Description	Action	Owner	Status
<p><b>11. Feedback</b></p> <p>11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.</p> <p>11.(2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.</p>	<p>The Company will communicate with people with disabilities in a manner that is accessible and in ways that respectfully consider their disabilities. Written information and other forms of communication are available in various accessible formats or with communication support, on request. Should an accessible format request be made by an individual, we will consult with the person to identify a format and/or support that meets their needs. The Company will make the availability of accessible formats and communication supports known to the public.</p>	<p>Communications</p>	<p>Upon Request</p>
<p><b>12. Accessible Formats &amp; Communication Supports</b></p> <p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p>	<p>The Company will communicate with people with disabilities in a manner that is accessible and in ways that respectfully consider their disabilities. Written information and other forms of communication are available in various accessible formats or with communication support, on request. Should an accessible</p>	<p>Communications</p>	<p>Upon Request</p>



<p>b) at a cost that is no more than the regular cost charged to other persons</p> <p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>format request be made by an individual, we will consult with the person to identify a format and/or support that meets their needs. The Company will make the availability of communication supports known to the public.</p>		
<p><b>13. Emergency Procedure, Plans or Public Safety Information</b></p> <p>13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>The Company will provide emergency procedures, plans and public safety information made available to the public, in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>Communications</p>	<p>Upon Request</p>
<p><b>14. Accessible Websites &amp; Web Content</b></p> <p>14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<p>January 1, 2014 WCAG 2.0 Level A</p> <p>January 1, 2021 WCAG 2.0 Level AA</p>	<p>Communications</p>	<p>Completed</p>

**Part III – Employment**



Act Section, Requirement and Description	Action	Owner	Status
<p><b>22. Recruitment – General</b></p> <p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>The Company will notify employees and the general public of the availability of accommodation for applicants with disabilities in the recruitment process.</p>	<p>Human Resources</p>	<p>Completed</p>
<p><b>23. Recruitment, Assessment or Selection Process</b></p> <p>23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<p>Correspondence to applicants selected for interviews or further assessment includes the availability of accommodation. Suitable accommodation will be discussed with a selected applicant upon request.</p>	<p>Human Resources</p>	<p>Completed</p>
<p><b>24. Notice to Successful Applicants</b></p> <p>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>We will notify successful applicants of its policies for accommodating employees with disabilities in all offer letters.</p>	<p>Human Resources</p>	<p>Completed</p>
<p><b>25. Informing Employees of Supports</b></p> <p>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but</p>	<p>We have taken the following steps to ensure employees are provided with the training</p>	<p>Human Resources</p>	<p>Completed</p>



<p>not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p> <p>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p>	<p>needed to meet current standards and legislation:</p> <ul style="list-style-type: none"> <li>• Mandatory training courses for all new hires and employees are assigned entitled “AODA and IASR Combined Course - The Accessibility for Ontarians with Disabilities Act” and “Respect and Civility”</li> <li>• We keep and maintain a database of the training participants’ names and dates of completion.</li> </ul>		
<p><b>26. Accessible Formats &amp; Communication Supports for Employees</b></p> <p>26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>a) information that is needed in order to perform the employee’s job; and</p> <p>b) information that is generally available to employees in the workplace.</p> <p>26.(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Upon the request of an employee with a disability, we will consult with the employee to provide accessible formats and communication supports for:</p> <ul style="list-style-type: none"> <li>• information that is needed to perform the employee’s job, and</li> <li>• information that is generally available to other employees.</li> </ul>	<p>Communications</p>	<p>Upon Request</p>
<p><b>27. Workplace Emergency Response Information</b></p> <p>27.(1) Every employer shall provide individualized workplace emergency</p>	<p>We will develop a process for providing individualized emergency response information.</p>	<p>EHS</p>	<p>Completed</p>



<p>response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>27.(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>27.(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>27.(4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> <li>a) when the employee moves to a different location in the organization;</li> <li>b) when the employee's overall accommodations needs or plans are reviewed; and</li> <li>c) when the employer reviews its general emergency response policies.</li> </ul>			
<p><b>28. Documented Individual Accommodation Plans</b></p> <p>28.(1) Employers, other than employers that are small organizations, shall develop and</p>	<p>An Individual Accommodation Planning Request Form and procedure are available for employees as required.</p>	<p>Human Resources</p>	<p>Completed</p>



<p>have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28.(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> </ol>	<p>All records are maintained by Human Resources.</p>		
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<p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability</p>			
<p><b>29. Return to Work Process</b></p> <p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>b) shall document the process.</p> <p>29.(2) The return to work process shall,</p> <p>a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29.(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>The Company’s return to work processes are aligned with the recommendation from our Service Provider.</p> <p>An Individual Accommodation Planning Form and procedure are available for employees as required.</p> <p>All records are maintained by Human Resources.</p>	<p>Human Resources</p>	<p>Completed</p>



<p><b>30. Performance Management</b></p> <p>30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<p>The Company's performance management processes take into account the accommodation needs of employees with disabilities.</p>	<p>Human Resources</p>	<p>Completed</p>
<p><b>31. Career Development &amp; Advancement</b></p> <p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>The Company's career development and advancement processes take into account the accommodation needs of employees with disabilities.</p>	<p>Human Resources</p>	<p>Completed</p>
<p><b>32. Redeployment</b></p> <p>32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<p>The Company takes into account the accommodation needs of employees with disabilities during redeployment.</p>	<p>Human Resources</p>	<p>Completed</p>

**Part IV – Customer Service**

Act Section, Requirement and Description	Action	Owner	Status
<p><b>80.46 Establishment of Policies</b></p> <p>80.46.(1) In addition to the requirements in section 3, every provider shall develop, implement, and maintain policies</p>	<p>The Company has created an Integrated AODA Policy that incorporates the Customer Service accessibility policy.</p>	<p>Human Resources</p>	<p>Completed</p>



<p>regarding the provisions of goods, services, or facilities to persons with disabilities.</p> <p>80.46.(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> <li>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</li> <li>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</li> <li>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.</li> </ol> <p>80.46.(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the</p>			
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<p>availability of other measures, if any, which enable them to do so.</p> <p>80.46.(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.</p> <p>80.46.(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.</p> <p>80.46. The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>			
<p><b>80.47 Use of Service Animals and Support Persons</b></p> <p>80.47.(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that a person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>80.47.(3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from the goods, services, or facilities.</p>	<p>The Company's AODA Policy addresses the use of service animals and support persons.</p>	<p>Facilities</p>	<p>Completed</p>



<p>80.47.(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>80.47.(5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,</p> <p>(a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and</p> <p>(b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.</p> <p>80.47.(6) If an amount is payable for a person’s admission to the premises or in connection with a person’s presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.</p> <p>80.47.(7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the</p>			
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<p>amount, if any, payable in respect of the support person’s admission to the premises or in connection with the support person’s presence on the premises.</p> <p>80.47.(8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.</p> <p>80.47.(9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request.</p> <p>80.47.(10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.</p>			
<p><b>80.48 Notice of Temporary Disruptions</b></p> <p>80.48.(1) If, in order to obtain, use or benefit from a provider’s goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p>	<p>The Company will notify its employees, customers and other members of the public if there is a planned or unexpected disruption of a facility or service used by people with disabilities. The notice will be posted at the entrance of the applicable premises.</p>	<p>Facilities</p>	<p>As needed</p>



<p>80.48.(2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>80.48.(3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.</p> <p>80.48.(4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request.</p> <p>80.48.(5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.</p>			
<p><b>80.49 Training for Staff, etc.</b></p> <p>80.49.(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider’s goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who is an employee of, or a volunteer with, the provider.</li> <li>2. Every person who participates in developing the provider’s policies.</li> </ol>	<p>We have taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:</p> <ul style="list-style-type: none"> <li>• Mandatory training courses for all new hires and employees are assigned entitled “AODA and IASR Combined Course - The Accessibility</li> </ul>	<p>Human Resources</p>	<p>Completed</p>



<p>3. Every other person who provides goods, services or facilities on behalf of the provider.</p> <p>80.49.(2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> <li>1. How to interact and communicate with persons with various types of disability.</li> <li>2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</li> <li>3. How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.</li> <li>4. What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods, services or facilities.</li> </ol> <p>80.49.(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>80.49.(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.</p> <p>80.49.(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training</p>	<p>for Ontarians with Disabilities Act” and “Respect and Civility”</p> <ul style="list-style-type: none"> <li>• We keep and maintain a database of the training participants’ names and dates of completion.</li> </ul>		
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<p>is provided and the number of individuals to whom it is provided.</p> <p>80.49.(6) Every provider, other than a small organization, shall,</p> <ul style="list-style-type: none"> <li>a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and</li> <li>b) on request, give a copy of the document to any person.</li> </ul> <p>80.49.(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.</p> <p>80.49.(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>			
<p><b>80.50 Feedback process required</b></p> <p>80.50.(1) Every provider shall establish a process for receiving and responding to,</p> <ul style="list-style-type: none"> <li>a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</li> <li>b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</li> </ul>	<p>A process will be developed to ensure that all feedback collected from clients, or the general public is reviewed to identify potential gaps in customer services, and to ensure appropriate actions are taken.</p>	<p>Human Resources/Facilities</p>	<p>Completed</p>



<p>80.50.(2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.</p> <p>80.50.(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p> <p>80.50.(4) Every provider shall make information about the feedback process readily available to the public.</p> <p>80.50.(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.</p> <p>80.50.(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request.</p> <p>80.50.(7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>			
<p><b>80.51 Format of documents</b></p>	<p>We will communicate with people with disabilities in a</p>	<p>Communications</p>	<p>Upon Request</p>



<p>80.51.(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>80.51.(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>manner that is accessible and in ways that respectfully consider their disabilities. Written information and other forms of communication are available in various accessible formats or with communication support, on request. Should an accessible format request be made by an individual, we will consult with the person to identify a format and/or support that meets their needs.</p>		
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**Part V: Design of Public Spaces**

Act Section, Requirement and Description	Action	Owner	Status
<p><b>32. Design of Public Spaces</b></p> <p>Requires all public sector organizations with at least 1 employee and all private and non-profit organizations with 50 or more employees to maintain the accessible parts of their public spaces.</p>	<p>The Company will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.</p>	<p>Facilities</p>	<p>Completed</p>

**Feedback and Contact Information**

For more information, questions, or feedback regarding accessibility, please contact us by email:

- [MyHR@libertyutilities.com](mailto:MyHR@libertyutilities.com)

