



2025 – 2029 Multi-Year Accessibility Plan

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

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

Introduction

Burlington Hydro Inc. (BHI) is committed to providing an inclusive environment that meets the diverse needs of employees, customers, and stakeholders. This plan outlines our strategies to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and to prevent and remove barriers for people with disabilities. The plan will be reviewed and updated at least once every five years.

Statement of Commitment

Burlington Hydro is dedicated to eliminating barriers and enhancing accessibility across our services, facilities, and workplace. We prioritize creating an inclusive environment where every individual is treated with dignity, independence, and respect. This commitment applies equally to our employees, customers, and community members, and it is reflected in every aspect of our operations.

Core Accessibility Principles

- **Dignity:** Services are provided in a way that respects the self-worth of every individual
- **Independence:** Individuals have the freedom to access services in a way that works best for them
- **Integration:** Services are delivered inclusively with those provided to people who do not have disabilities, unless an alternative measure is necessary
- **Equitable Opportunity:** Individuals have the same opportunity to access and benefit from our services as others, with accommodation as needed to ensure fairness

Key Areas of Focus

Burlington Hydro's accessibility initiatives focus on five key areas: General, Customer Service, Employment, Information and Communications, and the Built Environment. Within each area, past achievements and planned actions are detailed, demonstrating BHI's commitment to improvement.

General

This section highlights broader initiatives and policies supporting accessibility.

Actions Taken:

- Development and maintenance of an Accessibility Policy consistent with the requirements outlined in the Integrated Accessibility Standards Regulation (IASR)
- Creation of an Accessibility page on public-facing website, burlingtonhydro.com, including BHI's Statement of Commitment, a link to the Multi-Year Accessibility Plan, and a statement informing visitors of the availability of the corporate accessibility policy or related documents upon request
- Integrated accessibility criteria into procurement processes for goods, services, and facilities
- Provided training to all employees on Burlington Hydro's accessibility policies and their role in supporting an inclusive environment

Actions Planned:

- Continuous review of accessibility policies and training material to ensure alignment with legislative requirements and organizational priorities
- Continue to review accessibility standards and incorporate them into decision-making when adopting new software or technology solutions
- Continue to identify and address accessibility needs that span multiple areas, ensuring an enterprise-wide approach to inclusivity

Customer Service

Customer service at Burlington Hydro is designed to respect the dignity, independence, and needs of all individuals, ensuring high-quality service delivery.

Actions Taken:

- Development of a Customer Service Standard incorporating accessibility components, including procedures for providing notice of temporary service disruptions, accommodating service animals, and accompanying individuals with disabilities
- Provided customers with the option to meet in person by appointment as an alternative to phone communication
- Implemented an Accessibility Program Feedback Form on the public website https://www.bhiforms.com/index_residentialaccessibilityprogramfeedback.php

Actions Planned:

- Continue to enable the use of assistive devices, service animals and support persons in all BHI facilities where customers have access
- Continue to enhance accessibility features in customer-facing platforms and applications
- Continue gathering and acting upon customer feedback regarding accessibility to refine service delivery

Employment

Burlington Hydro is focused on fostering an inclusive workplace where accessibility needs are proactively addressed, enabling all employees to contribute fully.

Actions Taken:

- Recruitment practices have been updated to include accessibility accommodations
- Individualized emergency response plans have been developed for employees with disabilities
- Accessibility training has been provided to managers and staff involved in recruitment and accommodation processes
- Development of an Accommodation Policy that establishes direction for providing accommodation to employees with needs arising from grounds under the Ontario Human Rights Code
- Implemented the use of individualized Return to Work Plans to support employees returning after a disability-related leave
- Established a formal process for developing and documenting Individual Accommodation Plans (IAPs), ensuring tailored support for employees with disabilities

Actions Planned:

- Annual reviews of accessibility-related policies and practices will be conducted to ensure alignment with employee needs
- Enhance the accessibility of the Careers page on the public-facing website to ensure an inclusive experience for job seekers

Information and Communication

Information and communication systems at Burlington Hydro are designed to be inclusive and accessible to employees, customers, and the public.

Actions Taken:

- Content on public-facing websites meet AODA requirements in accordance with WCAG 2.0, at Level AA
- Public-facing website provides the means by which a user can request a document that has been identified as “available by request” in an accessible format in a timely manner and at no cost
- An AODA-compliant outage map has been implemented to improve communication during power disruption
- Initiated the transition from static PDF forms to digital, accessible formats to improve usability for customers.

Actions Planned:

- Continue improving the accessibility of the public-facing website and information systems
- Complete the transition of remaining forms to digital formats that meet accessibility standards, ensuring equitable access for all users
- Regularly assess content of public-facing website to ensure AODA compliance and improve accessibility

Built Environment

Physical spaces at Burlington Hydro are designed and maintained to be accessible to all individuals, including employees and visitors.

Actions Taken:

- Installed Accessible Means of Egress signs (green exit sign with running person) to enhance accessibility and safety
- Initiated accessible upgrades including touchless faucets, accessible door handles, and improved signage
- Incorporate accessibility standards in all renovation and construction projects, ensuring compliance with current accessibility guidelines
- Equipped the building with an elevator to improve access

Actions Planned:

- Increase the number of accessible parking spaces in the north parking lot
- Continue taking opportunities during renovations and upgrades to include accessible features
- Ensure accessibility is a core consideration in the planning and execution of all future construction and renovation projects



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 10, 2024.