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**SCOPE:** This policy applies to all Ontario Horizon North employees, divisions, subsidiaries and joint ventures. This policy shall also apply to consultants, temporary and agency workers, relevant third parties, contractors providing services on behalf of Horizon North in Ontario

**1.0 POLICY**

- In fulfilling our mission, Horizon North strives to treat all individuals in a manner that allows them to maintain their dignity and independence. Horizon North promotes integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner. We will seek to achieve this by preventing and removing barriers to accessibility and by meeting accessibility standards. This Accessibility Policy and Multi-Year Accessibility Plan sets out Horizon North’s policy on how we will achieve accessibility generally, as well as in employment, and information and communications.
- Horizon North is committed to establish, implement, maintain and document its accessibility policies and multi-year accessibility plan (the “Accessibility Plan”), which outlines our strategy for preventing and removing barriers for persons with disabilities.
- The Accessibility Policy and Multi-Year Accessibility Plan will be publicly available, including in an accessible format upon request. The Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.

**2.0 PROCEDURE / LINKS**

**2.1 Accessibility for Persons with Disabilities: Customer Service**

- Horizon North has developed and implemented an Accessible Customer Service Policy.

**2.2 Accessible Emergency Information and Individualized Emergency Response**

- Horizon North is committed to providing customers and clients with publicly available emergency information in an accessible way upon request.

- Horizon North will also provide employees with disabilities with individualized emergency response information where the disability is such that the individualized information is necessary, and Horizon North has been made aware of the need for accommodation.
- If one of our employees who receives individualized emergency response information requires assistance (and where the employee provides his or her consent), Horizon North shall provide the workplace emergency response information to the person in an appropriate fashion as soon as practicable after becoming aware of the need for accommodation.
- An employee's individualized workplace emergency response information will be reviewed by Horizon North on the following occasions:
  - when the employee moves to a different location in the organization;
  - when the employee's overall accommodations needs or plans are reviewed; and
  - when the employer reviews its general emergency response policies.

### **2.3 Training Standards**

- Horizon North is committed to providing training on accessibility standards and on the Human Rights Code, as it pertains to persons with disabilities. Horizon North will:
  - determine and ensure that appropriate training is provided to all employees, independent contractors and other persons providing goods and services on behalf of Horizon North and persons participating in the development and approval of Horizon North's policies;
  - ensure that the training is provided to persons referenced above as soon as practicable;
  - keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided; and
  - ensure that training is provided on any changes to Horizon North's policies on an ongoing basis.

### **2.4 Information and Communication**

- Horizon North is committed to making company information and communications accessible to persons with disabilities. Horizon North will ensure that its information and communications systems and platforms are accessible and are provided, upon request, in accessible formats that meet the needs of persons with disabilities.
- **Feedback, Accessible Formats and Communication Supports**  
Horizon North will:
  - ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
  - more broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
    - provide or arrange for the provision of such accessible formats and communication supports;
    - consult with the person making the request to determine the suitability of the accessible format or communication support;

- provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; and
  - notify the public about the availability of accessible formats and communication supports.
- **Accessible Websites and Web Content**
    - Horizon North is committed to ensuring its websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA. Horizon North's existing website is currently compliant with the WCAG 2.0 Level A guidelines. All new Internet websites and web content will be compliant with the WCAG 2.0, Level AA.

## 2.5 Kiosks

- While Horizon North does not utilize kiosks in providing its services to the general public, Horizon North recognizes its obligations under legislative requirements should it choose to utilize kiosks for this purpose in the future.

## 2.6 Employment

- **Recruitment**
  - a) Recruitment General
    - Horizon North will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:
      - specifying that accommodation is available for applicants with disabilities, on Horizon North's website and on job postings.
  - b) Recruitment, assessment and selection
    - Horizon North will 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 in the assessment/selection process. This will include:
      - inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment; and
      - if a selected applicant requests an accommodation, a consultation with the applicant and arrangement for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to the disability.
  - c) Notice to Successful Applicants
    - When making offers of employment, Horizon North will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:
      - inclusion of notification of Horizon North's policies on accommodating employees with disabilities in offer of employment letters.
- **Informing Employees of Supports and General Provision of Accessible Formats and Communications Supports**
  - Horizon North will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into

account an employee's accessibility needs due to a disability. This will include:

- informing current employees and new hires of Horizon North's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- providing information as soon as practicable after the new employee begins employment, specifically in the orientation process;
- keeping employees up to date on changes to existing policies on job accommodations with respect to disabilities;
- where an employee with a disability so requests it, Horizon North will provide or arrange for provision of suitable accessible formats and communications supports for:
  - information that is needed in order to perform the employee's job;
  - information that is generally available to employees in the workplace; and
- in meeting the obligations to provide the information that is set out above, Horizon North will consult with the requesting employee in determining the suitability of an accessible format or communication support.

- **Documented Individual Accommodation Plans/Return to Work Process**

- Horizon North will ensure that barriers in accommodation and return to work processes are eliminated and corporate policies surrounding accommodation and return to work are followed, where applicable.
- Horizon North's existing policies and practices include steps that Horizon North will take to accommodate employees with disabilities and to facilitate employees' return to work after absence due to disability.
- The process for the development of documented individual accommodation plans includes the following elements:
  - information regarding the manner in which the employee requesting accommodation can participate in the development of the plan;
  - information regarding the means by which the employee is assessed on an individual basis;
  - information regarding the manner in which Horizon North can request an evaluation by an outside medical or other expert, at Horizon North's expense, to assist Horizon North in determining if and how accommodation can be achieved;
  - steps to protect the privacy of the employee's personal information;
  - information regarding the frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
  - the reasons for a denial if an individual accommodation plan is denied;
  - information regarding the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
  - the following will be included if individual accommodation plans are established:
    - any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
      - information that is needed in order to perform the employee's job;
      - information that is generally available to employees in the workplace; and
      - identify any other accommodation that is to be provided to the employee.
- Horizon North has ensured that the return to work process as set out in its existing policies

outlines:

- the steps Horizon North will take to facilitate the employee's return to work after a disability-related absence;
  - the development of a written individualized return to work plan for such employees; and
  - the use of individual accommodation plans, as discussed above, in the return to work process.
- **Performance Management, Career Development and Redeployment**
    - Horizon North will 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;
      - when providing career development and advancement to employees with disabilities; and
      - when redeploying employees with disabilities.
    - Horizon North will:
      - take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
        - assessing performance;
        - managing career development and advancement; and
        - redeployment is required.
      - review, assess and, as necessary, include in performance management workshops, accessibility criteria;
      - take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities, including notification of the ability to provide accommodations on internal job postings; and
      - take into account the accessibility needs of employees with disabilities when redeploying employees, including review and, as necessary, modification of employee transfer checklist.

## **2.7 Design of Public Spaces**

- Horizon North will meet all legislative requirements for all built obligations.
- Horizon North will put procedures in place to prevent service disruption to its accessible parts of public spaces. In the event of a service disruption, Horizon North will notify the public of the service disruption and alternatives available.

## **2.8 Information and Feedback**

- For more information on this accessibility plan or to provide feedback, please contact [name] by way of one of the following methods:
  - Human Resources Services Centre
  - 5915 Airport Rd., Suite 425
  - Mississauga, Ontario L4V 1T1
  - [HRSC@dexterra.com](mailto:HRSC@dexterra.com)
- Horizon North strives itself on providing accessible customer service and to meeting public inquiries

in an accessible and accommodating fashion. Should you require the use of accessible formats or communication supports in order to engage in Horizon North's feedback process, please contact Human Resources Services Centre as noted above.

- Accessible formats of this document are available free upon request.

### **3.0 POLICY REVIEW**

Policy will be reviewed as required but as a minimum every five years

Horizon North reserves the right to amend, modify, suspend or terminate any of its programs (including benefits) and policies covering employees and former employees, including retirees, at any time, including after employees' retirements, without notice by action of its Senior Leadership Team or other committee expressly authorized by the Senior Leadership Team to take such action. The programs, benefits and policies to which an employee or former employee, including retiree, is entitled are determined solely by the provisions of the applicable program, benefit or policy as amended from time to time.