

## Multi-Year Accessibility Plan 2021-2022 Progress Update 2021

Accessibility Requirement	Outcomes
General Requirement	
Accessibility Policy	
<ul style="list-style-type: none"> <li>Review and update as required Manitoba Hydro Accessibility Policy and Statement of Commitment.</li> </ul>	<ul style="list-style-type: none"> <li>Provide a clear message and overarching direction about accessibility at Manitoba Hydro.</li> </ul>
<p><b>Progress Update</b></p> <p>1. Manitoba Hydro has reviewed and updated the accessibility policy.</p>	
Multi-Year Accessibility Plan	
<ul style="list-style-type: none"> <li>Review and update the multi-year accessibility plan every two (2) years.</li> <li>Provide an annual progress report on the accessibility plan.</li> </ul>	<ul style="list-style-type: none"> <li>Identify actions and priorities that will assist Manitoba Hydro in becoming more accessible.</li> <li>Create employee awareness and support of AMA and Manitoba Hydro's Accessibility Plan.</li> <li>Continuously review Accessibility Plan to ensure it is up to date with current practices and technologies.</li> </ul>
<p><b>Progress Update</b></p> <p>1. Manitoba Hydro has a cross-functional Accessibility Working Group to ensure compliance with <i>The Accessibility for Manitobans Act (AMA)</i> requirements and deals with accessibility requests related to their area of expertise.</p>	

Accessibility Requests	
<ul style="list-style-type: none"> <li>• Provide documents in an accessible format upon request.</li> <li>• Continue to monitor customer feedback regarding ease of use for reporting accessibility requests.</li> <li>• Monitor and take appropriate action on requests from members of the public in the accessibility registry.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure customers and employees have a clear and accessible manner in which to report and receive feedback regarding barriers and accessibility.</li> <li>• Provide information and communication in accessible formats.</li> <li>• Track accessibility requests in a corporate registry and ensure requests are dealt with in a timely manner.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro continues to collaborate with customers and members of the public on a case-by-case basis to respond to their individual accessibility needs. The Corporation has successfully accommodated requests related to accessible formats and customer service procedures such as meter reading and customer billing.</li> <li>2. All public requests are tracked in an Accessibility Request Registry and over the past year, the corporation has received 20 requests throughout the province.</li> </ol>	
Training	
<ul style="list-style-type: none"> <li>• Track and monitor AMA course completions.</li> <li>• Review training content of AMA modules and update as new AMA standards are announced.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure employees are educated on AMA legislation and standards.</li> <li>• Train employees to anticipate and address accessibility barriers in advance and respond to customer requests for accommodation.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro has three online training modules to educate employees on the AMA, <i>The Human Rights Code</i> and Accessible Customer Service Standard. As of December 15, 2021, AMA training has been taken by 100% of Manitoba Hydro employees.</li> </ol>	

Customer Service	
Barrier Free Access to Goods & Services	
<ul style="list-style-type: none"> <li>• Design customized training for employees on complex accessibility requests.</li> <li>• Strive to improve barrier free access to goods and services.</li> <li>• Create processes and protocols on accommodations required when a barrier cannot be removed and develop or provide reasonable alternatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve customer service for members of the public facing barriers to goods and services.</li> <li>• Provide a consistent customer service process for members of the public making accessibility requests.</li> <li>• Provide accommodations and/or alternatives when a barrier cannot be removed from a facility or workplace.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro has defined a process for converting bills into large font and/or braille (in both official languages).</li> <li>2. Manitoba Hydro provides a service to customers who request their bills in an auditory format.</li> <li>3. Manitoba Hydro has developed a process to accommodate customers in rural (self-read) areas that cannot read their meter due to a visual disability by ensuring the meter is read regularly by a Manitoba Hydro staff member (or contractor) at no cost to the customer.</li> </ol>	

Communication Supports	
<ul style="list-style-type: none"> <li>• Assist and consult with customers who self-identify as being disabled by a barrier in addressing their needs.</li> <li>• Recognize and support customers that use assistive devices, support persons or service animals.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers receive equal and timely access to information, goods or services.</li> <li>• Employees are aware of accessible formats and communication supports to enhance customer service.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. The accessibility request registry allows a centralized location for Manitoba Hydro to track and monitor customer accessibility requests.</li> <li>2. Manitoba Hydro monitors the accessibility request registry for patterns and/or trends pertaining to customers' accessibility requests.</li> <li>3. Manitoba Hydro has resources on accessible formats and communication supports for employees to assist them in communicating with customers with disabilities. These resources were updated in 2021.</li> </ol>	
Public Events	
<ul style="list-style-type: none"> <li>• Review and revise processes, resources and/or checklists for employees to ensure reasonable accessibility to public events.</li> </ul>	<ul style="list-style-type: none"> <li>• Public events are accessible to all Manitobans.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. When Manitoba Hydro hosts public events, the planning process includes consideration of accessibility needs.</li> </ol>	

**Built Environment**

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| <ul style="list-style-type: none"><li>• Consider incorporating barrier free, Universal Design principles when upgrading current and designing new buildings.</li><li>• Perform accessibility audits to review current building conditions against Accessibility Codes and Standards.</li></ul> | <ul style="list-style-type: none"><li>• Improve physical access for the public to various Manitoba Hydro buildings.</li><li>• Strive to create barrier-free facilities and workplaces.</li></ul> |
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- Progress Update**
1. Manitoba Hydro has conducted a review of accessible washrooms and building code requirements.
  2. Manitoba Hydro maintains a list of buildings with public access where accessibility issues have been identified and continually works to resolve the issues.
  3. Security turnstiles have been updated at Manitoba Hydro Place with new units meeting the ADA standard.
  4. Accessible Universal Toilet Room (UTR) was installed at 1840 Chevrier.
  5. A project is underway to install an elevator at the Manitoba Hydro Regional Office in Selkirk.
  6. Accessible UTR was installed at the Thompson Customer Service Center.
  7. Completed Accessibility audit of 400 Dovercourt Drive UTR and exterior ramp upgrades are in progress.
  8. New UTR and accessible washrooms are under construction at 19 Henlow Bay.

Information & Communication	
<ul style="list-style-type: none"> <li>• Review external website content and identify ways to improve accessibility.</li> <li>• Develop all new website content to comply with WCAG version 2.0 Level AA.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve access to Manitoba Hydro information on external website.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro reviews external website content to identify ways to improve accessibility.</li> <li>2. Manitoba Hydro has updated its requirements to ensure all new website content complies with WCAG version 2.1 Level AA.</li> <li>3. Manitoba Hydro maintains a list of accessibility issues that have been identified, and continually works to resolve the issues.</li> <li>4. Manitoba Hydro utilizes a set of tools for monitoring accessibility issues as part of our DevOps workflow to catch common accessibility issues before they get published.</li> <li>5. Manitoba Hydro monitors its external web presence with the SiteImprove that allows accessibility issues to be flagged.</li> </ol>	

**Employment**

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| <ul style="list-style-type: none"> <li>• Create individual Emergency Response Plans for employees with disabilities that require assistance. When consent is given, develop process to share information with emergency response personnel.</li> <li>• Continue to review employment programs and processes to identify and/or remove employment barriers.</li> <li>• Improve awareness opportunities for the candidates to request reasonable accommodations during the recruitment process.</li> <li>• Ensure new hires are informed about our policies for accommodating employees in the workplace.</li> <li>• Review the reasonable accommodation policy.</li> </ul> | <ul style="list-style-type: none"> <li>• Ensure employees with disabilities that require assistance have individual Emergency Response Plans.</li> <li>• Ensure emergency response personnel have, when consent provided, access to Emergency Response Plans.</li> <li>• Enhance employment opportunities for members of the public disabled by barriers.</li> <li>• Ensure candidates are aware of the process to request reasonable accommodations during recruitment.</li> <li>• Ensure accommodation policy is aligned with Employment Standard.</li> </ul> |
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- Progress Update**
1. Manitoba Hydro worked with employees with disabilities to create Individual Emergency Response Plans and determine a process to share information to emergency response personnel when consent is provided.
  2. Manitoba Hydro updated its employee onboarding process and safety orientation form.
  3. Manitoba Hydro continues to inform candidates during large recruitments that reasonable accommodations are available upon request during any phase of the assessment and recruitment process.
  4. Manitoba Hydro updated its accessibility and reasonable accommodation policies to incorporate the Accessible Employment Standards.
  5. Manitoba Hydro updated its staffing and recruitment policy to provide procedural instructions around asking candidates if they require accommodation at all stages of the recruitment process.