

Multi-Year Accessibility Plan 2019-2020 Progress Update 2019

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

Accessibility Requests	
<ul style="list-style-type: none"> • Provide documents in an accessible format upon request. • Continue to monitor customer feedback regarding ease of use for reporting accessibility requests. • Monitor and take appropriate action on requests from members of the public in the accessibility registry. 	<ul style="list-style-type: none"> • Ensure customers and employees have a clear and accessible manner in which to report and receive feedback regarding barriers and accessibility. • Provide information and communication in accessible formats. • Track accessibility requests in a corporate registry and ensure requests are dealt with in a timely manner.
<p>Progress Update</p> <ol style="list-style-type: none"> 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; built environment; and customer service procedures such as meter reading and customer billing. 2. All public requests are tracked in an Accessibility Request Registry and over the past year the corporation has received 25 requests throughout the province. 	
Training	
<ul style="list-style-type: none"> • Track and monitor AMA course completions. • Review training content of AMA modules and update as new AMA standards are announced. 	<ul style="list-style-type: none"> • Ensure employees are educated on AMA legislation and standards. • Train employees to anticipate and address accessibility barriers in advance and respond to customer requests for accommodation.
<p>Progress Update</p> <ol style="list-style-type: none"> 1. Manitoba Hydro has three online training modules to educate employees on the AMA, The Human Rights Code and Accessible Customer Service Standard. As of December 12, 2019, AMA training has been taken by 100% of Manitoba Hydro employees. 	

Customer Service	
Barrier Free Access to Goods & Services	
<ul style="list-style-type: none"> • Design customized training for employees on complex accessibility requests. • Strive to improve barrier free access to goods and services. • Create processes and protocols on accommodations required when a barrier cannot be removed and develop or provide reasonable alternatives. 	<ul style="list-style-type: none"> • Improve customer service for members of the public facing barriers to goods and services. • Provide a consistent customer service process for members of the public making accessibility requests. • Provide accommodations and/or alternatives when a barrier cannot be removed from a facility or workplace.
<p>Progress Update</p> <ol style="list-style-type: none"> 1. Manitoba Hydro has defined a process for converting bills into large font and/or braille (in both official languages). 2. Manitoba Hydro provides a service to customers who request their bills in an auditory format. 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. 	

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

Built Environment	
<ul style="list-style-type: none"> • Consider incorporating barrier free, Universal Design principles when upgrading current and designing new buildings. • Perform accessibility audits to review current building conditions against Accessibility Codes and Standards. 	<ul style="list-style-type: none"> • Improve physical access for the public to various Manitoba Hydro buildings. • Strive to create barrier-free facilities and workplaces.
<p>Progress Update</p> <ol style="list-style-type: none"> 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. An accessible audit was conducted for the Manitoba Hydro building at 1284 Wilkes Avenue. 4. The Manitoba Hydro office in Selkirk received upgrades of an accessible washroom and gender inclusive accessible shower/washroom. 5. A barrier-free entrance was created at the Manitoba Hydro office at 38 Sutherland Avenue. 	

Information & Communication	
<ul style="list-style-type: none"> • Review external website content and identify ways to improve accessibility. • Develop all new website content to comply with WCAG version 2.0 Level AA. 	<ul style="list-style-type: none"> • Improve access to Manitoba Hydro information on external website.
<p>Progress Update</p> <ol style="list-style-type: none"> 1. Manitoba Hydro reviews external website content to identify ways to improve accessibility. 2. All new website content complies with WCAG version 2.0 Level AA. 3. Manitoba Hydro maintains a list of accessibility issues that have been identified, and continually works to resolve the issues. 4. Manitoba Hydro is compiling a set of automated accessibility testing tools to help identify and correct accessibility issues with Manitoba Hydro’s external website. 	
Employment	
<ul style="list-style-type: none"> • Continue to review employment programs and processes to identify and/or remove employment barriers. • Improve awareness opportunities for the candidates to request accommodations. 	<ul style="list-style-type: none"> • Enhance employment opportunities for members of the public disabled by barriers. • Ensure candidates are aware of the process to request accommodations during recruitment.
<p>Progress Update</p> <ol style="list-style-type: none"> 1. 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. 2. Manitoba Hydro updated its staffing policy to provide procedural instructions around asking candidates if they require accommodation at all stages of the recruitment process. 	