

## Manitoba Hydro's Accessibility Plan 2017-2018

### Progress update

Accessibility Requirement	Outcomes
General Requirement	
Accessibility Policy	
<ul style="list-style-type: none"> <li>• Develop an overarching Accessibility Policy.</li> <li>• Develop a 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> <ol style="list-style-type: none"> <li>1. Manitoba Hydro has developed an accessibility policy and a statement of commitment which is available on the external website.</li> </ol>	

Multi-Year Accessibility Plan	
<ul style="list-style-type: none"> <li>• Create and make public a multi-year accessibility plan.</li> <li>• Provide the plan in accessible formats upon request.</li> <li>• Review and update the plan every two (2) years.</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> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro established an accessibility working group with representation from each of its corporate and operating groups. This group is responsible for implementing and monitoring the accessibility plan.</li> <li>2. Manitoba Hydro developed a baseline report which provided the foundation for the Accessibility Plan. Manitoba Hydro has approved and published its statement of commitment, policy and accessibility plan on the external website.</li> <li>3. The Accessibility Plan is available in accessible formats upon request and can be accessed in larger font directly from the external website in both official languages.</li> <li>4. This Accessibility Plan will be updated on an annual basis and reviewed and amended by January 1, 2019 and every two (2) years thereafter.</li> </ol>	

Accessibility Requests

<ul style="list-style-type: none"> <li>• Develop a process for responding to accessibility requests from members of the public.</li> <li>• Provide documents in an accessible format upon request.</li> <li>• Create an accessibility registry to track and monitor requests from members of the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a consistent process for customers and the public to access information which best suits their needs.</li> <li>• Provide information and communication in accessible formats.</li> <li>• Track accessibility in a corporate registry.</li> </ul>
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Progress Update

1. Manitoba Hydro established an inclusive process which allows members of the public to provide accessibility feedback through various formats: phone, TTY, in-person, email and written correspondence.
2. An accessible request and feedback form was created to establish a consistent process for members of the public to communicate their accessibility needs and requirements. This form is located on the external website.
3. Manitoba Hydro has signage at various premises to notify the public accessible formats are available upon request.
4. Manitoba Hydro developed guidelines for large and clear print to accommodate accessible format requests.
5. Manitoba Hydro created an internal accessibility request registry to track and monitor requests from members of the public.
6. Manitoba Hydro is incorporating the tagline “available in accessible formats upon request” for print material targeted for members of the public.
7. Manitoba Hydro included an article about accessibility in the November bill insert Energy Matters.

Training	
<ul style="list-style-type: none"> <li>• Design and/or source training for employees on the AMA, <b>The Human Rights Code</b> and Accessible Customer Service.</li> <li>• Establish training guidelines and timeframes for employees to complete the Accessibility training.</li> <li>• Track and monitor course completions.</li> </ul>	<ul style="list-style-type: none"> <li>• Create awareness and educate employees on the AMA, <b>The Human Rights Code</b> and Accessible Customer Service Standard.</li> <li>• Assist employees with identifying barriers to accessibility and solutions to resolve, remove or prevent barriers in the future.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro created three online training modules to educate employees on the AMA, The Human Rights Code and Accessible Customer Service Standard.</li> <li>2. Effective December 1, 2017, online AMA training has been taken by 98% of Manitoba Hydro employees.</li> <li>3. All new employees will be required to complete the online AMA training within their first month of employment with the company.</li> <li>4. Records of completion are retained by Manitoba Hydro’s online training portal.</li> </ol>	

Customer Service	
Barrier Free Access to Goods & Services	
<ul style="list-style-type: none"> <li>• Develop internal guidelines and practices for employees to improve barrier free access to goods and services.</li> <li>• Design customized training for employees on complex accessibility requests.</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> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro created an internal webpage dedicated to Accessibility at Manitoba Hydro. This webpage includes multiple resources to assist employees with accessibility requests: guidelines on interacting with people with disabilities; accessible format standards and checklists; and respectful language and terminology.</li> <li>2. The accessibility request registry allows a centralized location for Manitoba Hydro to track and monitor customer accessibility requests.</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> <li>• Develop resources to familiarize employees with formats and supports to make information more accessible to those disabled by barriers.</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. Manitoba Hydro created numerous guidelines to assist employees interacting with people with various types of disabilities and customers who use assistive devices, support persons or service animals.</li> <li>2. A resource checklist for accessible formats and communication supports was developed to provide employees options to assist members of the public with various disabilities.</li> <li>3. All of these resources are available on Manitoba Hydro’s internal website and have been incorporated into the AMA training.</li> </ol>	
Public Events	
<ul style="list-style-type: none"> <li>• Develop 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. Manitoba Hydro developed a checklist for accessible meetings and events to assist employees when organizing and planning public events.</li> </ol>	

**Built Environment**

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| <ul style="list-style-type: none"><li>• Review and document accessible features of Manitoba Hydro buildings. Make information public.</li><li>• Establish process of notification and signage when accessible features of buildings are not working.</li><li>• Consider incorporating barrier free, Universal Design principles when upgrading current and designing new buildings.</li></ul> | <ul style="list-style-type: none"><li>• Improve physical access for the public to various Manitoba Hydro buildings.</li></ul> |
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- Progress Update**
1. Manitoba Hydro is reviewing and documenting the accessibility features of buildings that have public access to enhance employee’s awareness of accessible features.
  2. A signage template has been created to notify public when accessible features of the building are not working.
  3. Manitoba Hydro is updating the Owner’s Project Requirements for new construction and major renovations to require designers to incorporate best practices for accessibility in their designs.
  4. Manitoba Hydro maintains a list of buildings with public access where accessibility issues have been identified, and continually works to resolve the issues.

<b>Information &amp; Communication</b>	
<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 is currently reviewing external website content to identify ways to improve accessibility.</li> <li>2. All new website content complies with WCAG version 2.0 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> </ol>	
<b>Employment</b>	
<ul style="list-style-type: none"> <li>• Continue to review employment programs and processes to identify and/or remove employment barriers.</li> <li>• Establish a process for tracking candidates' accessibility requests.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance employment opportunities for members of the public disabled by barriers.</li> </ul>
<p><b>Progress Update</b></p> <ol style="list-style-type: none"> <li>1. Manitoba Hydro informs candidates during large recruitments that reasonable accommodations are available upon request during any phase of the assessment and recruitment process.</li> <li>2. Employment candidate's accessibility requests are now tracked in the Accessibility Request Registry.</li> </ol>	