2022–2027 MULTI–YEAR ACCESSIBILITY PLAN

Ethics & Equity Office

Creation date: December 15, 2022
Revision date: December 15, 2027

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Abstract

This multi-year accessibility plan was prepared in compliance with Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, as amended.

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Introduction

The Integrated Accessibility Standards Regulations ("IASR") under AODA require that Ontario Power Generation ("OPG") establish, implement, maintain and document its accessibility policies and Accessibility Plan. The Accessibility Plan outlines OPG's strategies to prevent and remove barriers for persons with disabilities and meet our requirements under the IASR and AODA.

The 2022–2027 Accessibility Plan builds on over a decade of continuous work to make OPG more accessible, including the previous 2017–2022 Accessibility Plan, as well as ongoing work to advance equity, diversity, and inclusion ("ED&I"). In addition, OPG will strive to promote inclusivity by incorporating additional initiatives in the Accessibility Plan to exceed AODA requirements. These initiatives dovetail with and support OPG's 2020–2030 ED&I Strategy.

The Accessibility Plan will be publicly available in an accessible format, to be reviewed and updated every five years.

Application

The Accessibility Plan applies to all OPG employees in Ontario, and, where indicated, to any independent contactors providing services on behalf of OPG in Ontario.

Our commitment

OPG is committed to our vision of "electrifying life in one generation" and our mission to build a sustainable future powered by our electricity, ideas and people.

Delivering on our vision and mission means using organizational values to guide our decisions and build the culture mindset we need to succeed. OPG's values are reinforced by our ED&I promise "to accelerate equity, celebrate diversity, and foster a culture of inclusion", which represents our priorities and underpins OPG's ED&I Strategy. The Accessibility Plan is an important part of our ED&I goals and focuses on using the principles of dignity, individualization, inclusion and full participation of employees in a barrier-free workplace.

Equity

Diversity

Inclusion

Accomplishments

Since the launch of the 2017-2022 Accessibility Plan, OPG has completed a variety of initiatives to identify and remove barriers to accessibility at our sites across Ontario. Examples of these accomplishments include:

- Developed ED&I Blueprint, internal and external ED&I websites, and our 10-year ED&I Strategy

- Developed new external web platform to meet accessibility requirements for web-based content in accessible formats

- Completed accessibility compliance review of existing documents available on OPG.com to assist in the creation of a web accessibility plan to meet accessibility requirements

- Establish the Abilities Alliance Employee Resource Group (ERG) to support employees and initiatives related to people with disabilities

- Consulted with the Abilities Alliance ERG when developing OPG's COVID return to work model and corporate campus plan

- Launched a new Employment Equity Demographic Census and dashboard to inform business decisions related to equity-seeking groups, including people with disabilities

- Implemented artificial intelligence to reduce hiring bias including bias towards people with disabilities

- Complete a comprehensive employment systems review of policies, practices and employee experiences to identify systemic barriers to equity including for people with disabilities

- Partnered with Ontario Chamber of Commerce and Ryerson University to fund research on the mental health impacts of COVID-19 on women

- Expanded OPG's iCare culture to include mental health dimensions and made additional mental health resources available to all employees

- Expanded management group employee mental health coverage through benefits programs

2022 – 2027 Accessibility plan initiatives

The multi-year initiatives set out in this plan continue the foundational work of previous plans and incorporate new initiatives to identify and remove barriers to accessibility. The initiatives fall under the following key areas, stemming from our legislative obligations:
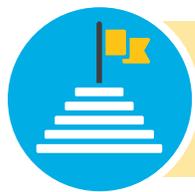
Committing to inclusive employment

Ensuring inclusive and equitable customer service

Developing digitally-inclusive communications

Commitment to barrier-free facilities

Committing to inclusive employment

The [Employment Standards](#) under the Integrated Accessibility Standards Regulations (IASR) set out accessibility requirements that OPG must follow.

In fulfilling our ED&I Strategy commitments, OPG will:

- Improve the Mentoring Plus program to increase sponsorship and drive the retention and advancement of equity-seeking groups, including persons with disabilities

- Review exit interviews/surveys and analyze data for equity trends that may be creating barriers for persons with disabilities

- Partner with recruiting organizations to increase representation of equity-seeking candidates where gaps exist, including for people with disabilities

- Continue efforts to attract candidates from equity-seeking groups, including persons with disabilities

- Improve equity dashboard and demographic data, including for people with disabilities

- Diversify hiring panels to support inclusive hiring practices

- Provide candidates with more info on OPG's careers website to address common questions related to accommodations for any human right ground including disability

- Review internal and external recruitment processes related to communications with candidates to ensure consistency including updating OPG's accommodation statement

- Streamline OPG's accommodation plan and emergency evacuation process and template

- Continue to build on OPG's mental health initiatives, training, and resources to support our "iCare" culture

Ensuring inclusive and equitable customer service

The Customer Service Standards under the IASR and OPG's Accessibility for Ontarians with Disabilities Act – Integrated Accessibility & Customer Service Standard set out accessibility requirements that OPG must follow.

In fulfilling our ED&I Strategy commitments, OPG will:

- Renew and enhance mandatory training on AODA accessibility standards and guidelines for interacting with people with disabilities to align with guidelines provided by the Ontario Human Rights Commission

- Continue to ensure all employees receive AODA trainings as soon as practicable

- Enhance processes for monitoring, tracking and addressing feedback

- Enhance processes to ensure compliance with AODA trainings

- Develop process enterprise-wide for communicating service disruptions for public pages on OPG.com

- Review training, policies and procedures related to persons with disabilities annually, and update as needed

- Provide those involved in hiring processes with training on unconscious, bias-free hiring, and compliance with AODA and human rights legislation
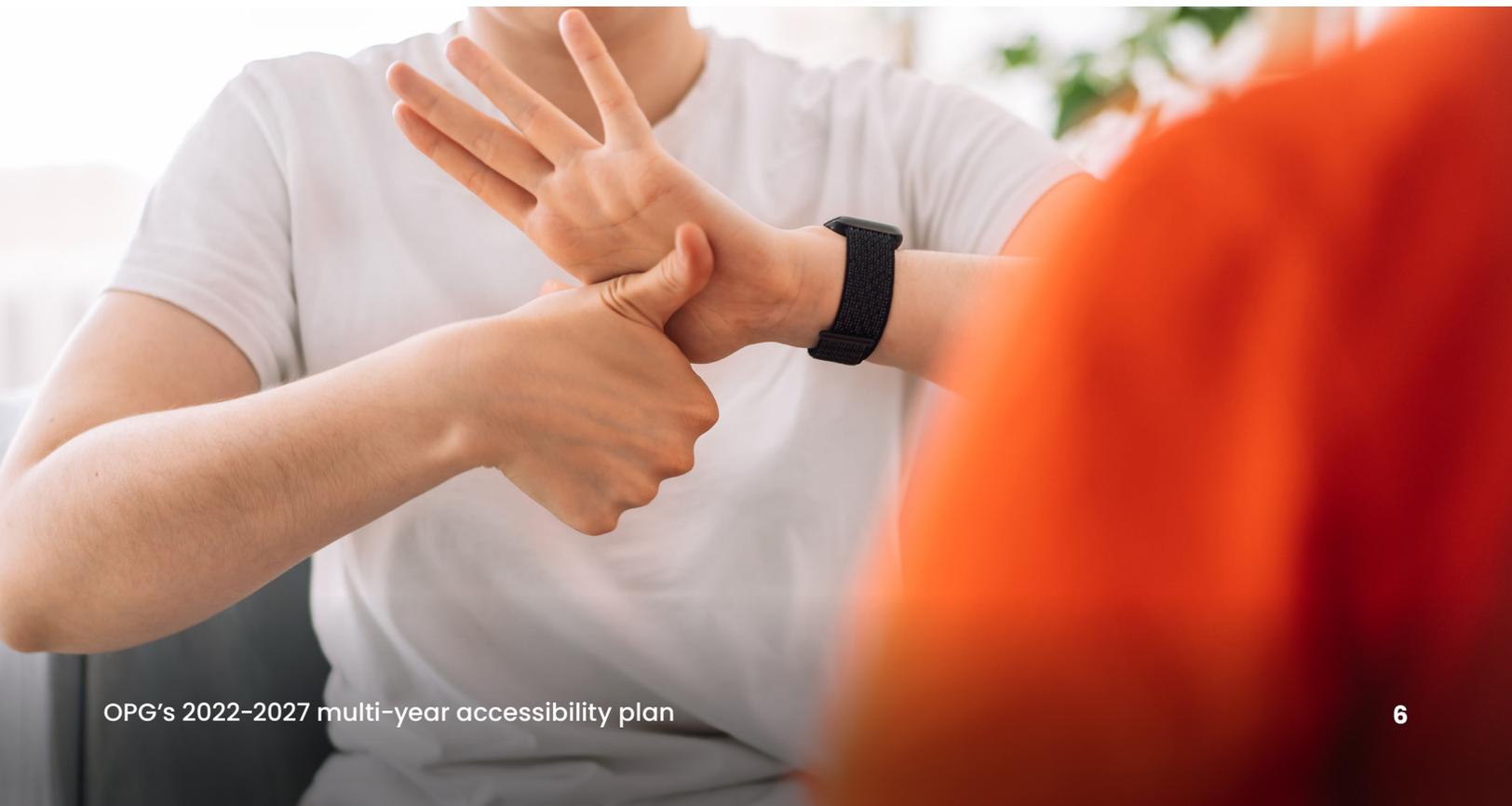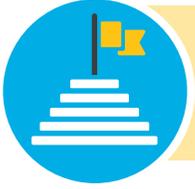
Developing digitally-inclusive communications

The Information and Communications Standards under the IASR set out accessibility requirements that OPG must follow.

In fulfilling our ED&I Strategy commitments, OPG will:

- Continue to notify the public about the availability of accessible formats and communication supports on OPG.com

- Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports

- Revise OPG's Guideline for Interacting with People with Disabilities with updated accessible information, communication and technology guidelines and standards to ensure OPG is providing clear, accessible, appropriate, and timely information and communication

- Develop and implement a web accessibility plan to meet accessibility requirements

- Develop and implement resources available to all OPG employees on creating digitally accessible documents and content

- Create and implement a plan to build digital accessibility expertise across OPG related to accessibility and compliance review software

- Consider accessibility for people with disabilities when designing, procuring or acquiring new self-serve kiosks

Commitment to barrier-free facilities

The [Design of Public Spaces Standards](#) under IASR set out accessibility requirements that OPG must follow.

In fulfilling our ED&I Strategy commitments, OPG will:

- Continue to use accessibility design assessments for continual improvements across Corporate Real Estate to ensure OPG is working towards barrier-free facilities

- Continue to identify inaccessible features in the existing built environment

- Continue to apply design standards and consult with employees including persons with disabilities when developing new building infrastructure projects

Accountability

The initiatives identified within this Accessibility Plan includes setting measures to help identify when commitments have been reached. Progress will be monitored and reported through communications focused on the advancement of OPG's ED&I Strategy.

Information and feedback

For more information on this Accessibility Plan or to provide feedback, please contact the Ethics & Equity Office at:

Email: aoda@opg.com

Website: About us > Accessibility - OPG