



INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan

Issued:	November 27, 2014
Revised:	January 1, 2016
Version:	7.0

This **Multi-Year Accessibility Plan** has been developed in accordance with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontario with Disabilities Act, 2005* (AODA). The plan outlines the initiatives and actions that the Company will take over the five (5) year period from 2015-2020 to address barriers to accessibility, while ensuring the Company meets its obligations under the *Ontarians with Disabilities Act, 2001*. These initiatives also support NextEra Canada's commitment to providing customer service in a manner that respects the principles of dignity, independence, integration and equal opportunity.

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Final Compliance Deadline
3	Establishment of Accessibility Policy	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	An Accessibility Policy has been developed and implemented. NextEra Canada is committed to accessibility and demonstrates that commitment by preventing, identifying and removing barriers that impede accessibility for persons with disabilities.	Compliant	January 1, 2015
4	Accessibility Plans	4.(1) Large organizations shall,	This document represents the multi-year plan which outlines NextEra Canada's strategy and associated initiatives to prevent and remove barriers. This plan will be reviewed and updated as required to ensure continued compliance, at minimum on an annual basis. Next Review: June 2015	Compliant	December 31, 2014
		a) Establish, implement, maintain and document a Multi-Year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;			
		b) Post the accessibility plan on NextEra Canada's Canadian website and provide the plan in an accessible format upon request;			
		c) Review and update the accessibility plan at least once every five years.	While the requirement is to review and update the Multi-Year Accessibility Plan every 5 years, the NextEra Canada will review the Plan at least annually to ensure accuracy and compliance.	Compliant	February 28, 2015
Section	Initiative	Description	Action	Status	Final Compliance

					Deadline
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	In line with the Integrated Accessibility Standards Regulation, NextEra Canada has provided mandatory online training on the Customer Service Standard to all new employees and continues to train each new hire as part of the onboarding process. By February 28th, 2015 training on the Information and Communications Standard, the Employment Standard, and the Ontario Human Rights Code as it pertains to persons with disabilities will have been provided. This training will pertain to all individuals identified in 7.(1) and will be hosted by a third party, namely HR Proactive. Confirmation of training for all new and existing staff will be maintained by Human Resources	Compliant Compliant	January 1, 2014 February 28, 2015

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications support, upon request.	A feedback process is established and outlined on NextEra Energy Canada's Accessibility page of its website at: http://www.nexteraenergycanada.com/Accessibility/Our Commitment . The feedback process permits persons to provide their feedback in person, online, by telephone, in writing or by e-mail	Compliant	February 15th 2015
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request, provide, or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	NextEra Canada is committed to providing customer service in a manner that respects the dignity, independence, integration and equal opportunity and actively solicits feedback and comments via the website to ensure individual accessibility needs are met in a timely manner. In addition, there will be a statement on our website's Accessibility page indicating that documents are available in various accessible formats upon request. Should an accessible format request be	Compliant	January 1st, 2015

Section	Initiative	Description	Action	Status	Compliance Date
		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	made by an individual, NextEra Canada will consult with the person to identify a format and/or support that meets their needs.		
		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.			
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	NextEra Canada has implemented an Employee Request for Emergency Assistance Form, which applies to all employees only and, as such, is only available on the intranet (Canada Resources page), with an associated procedure, and not our corporate website.	Compliant	January 31, 2015
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>January 1, 2016 – NextEra Canada's corporate website conforms with WCAG 2.0 Level A standards.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded). Work on this is underway.</p>	<p>Compliant</p> <p>In Progress</p>	<p>January 1, 2016</p> <p>January 1, 2017</p>

PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	In 2015, NextEra Canada will update all job postings and the Canadian careers website, to notify potential internal and external applicants about the availability of recruitment-related accommodations for disabilities.	Compliant	December 31, 2014

Section	Initiative	Description	Action	Status	Compliance Date
23	Recruitment, Assessment or Selection Process	<p>23.(1) During a recruitment process, an employer shall 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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	In 2015, as per our Diversity Plan, NextEra Canada will update all job postings, the corporate careers website, and the intranet to notify potential internal and external applicants about the availability of recruitment-related accommodations for disabilities. NextEra Canada will make suitable accommodations in consultation with the candidate. E.g. When inviting candidates in for an interview, as standard practice, we will ask: "At NextEra Canada, we want to ensure that our recruitment experience is fair and equitable for all. Do you require any accommodation for this interview or testing?"	Compliant	September 2015
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	In 2015, NextEra Canada will undertake a review to refresh policies and procedures relating to accommodation for reason of disability, including its Accessibility Policy. Following this refresh, successful candidates will be notified of the company's policies for accommodating employees with disabilities. This notification language will be formalized within candidate offer letters.	Compliant	September 2015
25	Informing Employees of Supports	<p>25.(1) Every employer shall inform its employees of its policies used to support its 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 disability.</p> <p>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	In order to ensure a fair and consistent approach when an employee experiences an injury or illness, NextEra Canada maintains a Disability Management Program and a Work Return to Work Program, and associated policies and procedures, which are designed to promote employee health and recovery through early intervention and active case management. In 2015, NextEra Canada will undertake a review to refresh policies and procedures relating to accommodation for reasons of disability in the context of these programs.	Compliant	November 2015

		<p>25.(3)Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Our current practice will be to inform new hires of our programs and associated policies and procedures within the first week of employment. Updates resulting will be promptly communicated to all employees through our internal communication channels and through their direct managers or supervisors.</p>		
26	<p>Accessible Formats & Communication Supports for Employees</p>	<p>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>In 2015, NextEra Canada will undertake a review to refresh policies and procedures relating to accessible communication, including its Accessibility Policy. NextEra Canada will also establish processes to consult with employees with disabilities to determine which accessible formats or communication supports they require.</p>	Compliant	January 1, 2015
27	<p>Workplace Emergency Response Information</p>	<p>27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the</p>	<p>Nextera Canada has implemented Individualized Emergency Response Plans and an Employee Request for Emergency Assistance Form, all of which are available on the intranet (Canada Resources) along with an associated procedure.</p>	Compliant	January 1, 2015

		<p>workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>			
28	Documented Individual Accommodation Plans	<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The steps taken to protect the privacy of the employee's personal information. 5. The frequency with which the individual accommodation plan will 	<p>NextEra Canada maintains a Disability Management Program and a Work Return to Work Program, that specifically responds to legislative obligations and incorporates best practices in accommodating employees with disabilities and/or with other applicable illnesses or injuries. All stakeholder responsibilities are clearly documented in these programs, and each accommodation is developed through an individualized planning process.</p> <p>NextEra Canada's approach to Documented Individual Accommodation Plans will be reviewed in 2015 to ensure explicit alignment with the specific requirements of Regulation 28.</p>	Compliant	November 2015

		<p>be reviewed and updated and the manner in which it will be done.</p> <p>6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>NextEra Canada will create and implement a detailed Work Return to Work Program that supports stakeholders in successful accommodations. This includes how accommodations are requested, supporting documentation required to create an individual accommodation plan, how this information is kept private, when medical information is required and the purpose of such information, and the frequency in which the plans will be reviewed.</p> <p>NextEra Canada's approach to Return to Work Process will be reviewed in 2015 to ensure explicit alignment with the specific requirements of Regulation 29.</p>	Compliant	November 2015

30	Performance Management	30.(1) An employer that uses performance management in respect of its employees shall 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.	People leaders will be educated in 2015 on knowing how to determine whether accessibility adjustments are required to support an employee with a disability in succeeding; and on making performance management documents available in accessible formats such as large print when asked.	Compliant	August 2015
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	At time of application, employees receive a training confirmation in which they are requested to inform their Supervisor, should they require accommodation.	Compliant	August 2015
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	In 2015, NextEra Canada will undertake a review to refresh policies and procedures relating to accommodation for reasons of disability, including its Accessibility Policy. Following this refresh, notification language about accessibility needs will be formalized within employee appointment or re-assignment letters for redeployed employees through their employment agreement.	Compliant	August 2015