



**McDougall Energy Inc.**

**Multi-Year Accessibility Plan  
2019-2024**

Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario  
Regulation 191/11 Integrated Accessibility Standards (IASR)

The Accessibility Plan is available on the McDougall Energy website.

Alternative formats are available upon request.

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## Introduction and statement of commitment

The **Integrated Accessibility Standards Regulation** (IASR) under the **Accessibility for Ontarians with Disabilities Act** (AODA) requires McDougall Energy to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

Every five years, McDougall Energy sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, McDougall Energy aims to become barrier-free by 2025 through compliance with the following accessibility standards in:

- Customer Service
- Integrated Accessibility
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The 2019–2024 accessibility plan will (1) identify specific projects and programs that McDougall Energy has implemented to help improve accessibility for people with disabilities and to meet requirements under the ***Accessibility for Ontarians with Disabilities Act (AODA)***, and (2) outline how McDougall Energy will ensure compliance under the Integrated Accessibility Standards Regulation (IASR) enacted July 1, 2011 as amended from time to time under the AODA.

McDougall Energy remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan identifies past achievements and outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA.

In accordance with the requirements, McDougall Energy will:

- Provide all information relating to the plan in alternative formats upon request; and
- Review and update the plan at least once every five years.

## **Section One: Past achievements to remove and prevent barriers**

McDougall Energy's previous multi-year accessibility plan covered the period of 2013-2018. Examples of progress achieved under this plan include:

### **1. Customer Service**

- Established an Accessible Customer Service Policy and Integrated Accessibility Standards Regulations (IASR) Policy to ensure the appropriate procedures and practices are in place for providing goods and services to persons with disabilities.
- Continuous assessment of McDougall Energy premises and other areas where barriers may exist preventing customers from accessing the McDougall Energy's goods and services, and reviewing and revising McDougall Energy policies, procedures and practices where necessary to ensure continued compliance.
- Providing suitable accessible formats and communications supports, upon request, in a timely manner to persons with disabilities at a cost that is no more than the regular cost charged to others.
- Providing customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, with such notice including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### **2. Integrated Accessibility**

- Implemented standard procedures for training of all McDougall Energy employees and staff in the areas of accessibility awareness, AODA and IASR requirements, and the Human Rights Code and maintaining records for said training.
- Continuing to uphold and ensure the accessibility of all McDougall Energy's self-serve kiosks in accordance with the IASR standards.

### **3. Information and Communications**

- Implemented a process for receiving and responding to feedback with respect to the McDougall Energy's provision of goods and services (available on McDougall Energy's website in accessible formats upon request).

#### **4. Employment**

- Specifying in McDougall Energy job advertisements that accommodations in the recruitment process are available for applicants with disabilities.
- Notifying employees, candidates and the public about accommodations that are available during McDougall Energy's recruitment process.
- Consulting with an applicant in response for a request for accommodation to determine the nature of the accommodation required and determining steps to provide/arrange for suitable accommodations that take into account the applicant's needs.
- Communicating to McDougall Energy employees the updates to its policies and providing accessible formats and communication supports to any employees who request them.
- Providing individualized return-to-work and accommodation plans, where applicable and including impacted employees in the preparation of said plans. These individualized plans recognize the need for accommodation and account for relevant information and accessibility needs.
- Adhering to McDougall Energy's performance management process and providing career development and advancement where applicable, both of which take into account the specific accessibility needs of employees with disabilities, which includes the above-noted individualized plans.

## **Section Two: Report on planned measures to identify, remove and prevent barriers in 2019-2024**

In addition to continuing to uphold and ensure compliance with the standards and requirements outlined in Section One, McDougall Energy's 2019-2024 Multi-Year Accessibility Plan continues the foundational work of previous plans and incorporates new ideas to address persistent barriers to accessibility.

### **1. Customer Service**

McDougall Energy is committed to ensuring that people with disabilities continue to receive accessible goods and services. To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, McDougall Energy will:

- Draft a policy that reflects McDougall Energy's current practice and procedure of providing customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- Update the Visitors Policy and Protocol which identifies the response requirements in the event of an emergency. The update will incorporate into the policy McDougall Energy's current practice and procedure where in the event a visitor has a disability, an individualized plan will be determined for that particular individual for emergency response and evacuation.

Completion Date: March 1, 2023

### **2. Information and Communications**

McDougall Energy is committed to meeting the communication needs of people with disabilities and will incorporate and adhere to new accessibility requirements under the information and communications standard to ensure that its information and communication systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities.

McDougall Energy has not achieved WCAG 2.0 Level AA compliance. McDougall Energy is in the process of transitioning and implementing a new internal operations and management system which requires website and web content to be converted and connected to third party platforms. Once completed, McDougall Energy will ensure that all websites and web content conform to WCAG 2.0 Level AA as soon as possible, with the exception of success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-Recorded).

Completion Date: October 1, 2023

### 3. Employment

McDougall Energy is committed to fair and accessible employment practices that attract and retain talented employees, and will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other pans that support employees are eliminated and corporate policies are followed where applicable. To meet ongoing compliance with the Accessibility Standards for Employment Regulation requirements and removal of barriers to persons with disabilities, McDougall Energy will:

- Update the site-specific Emergency Response Plans which identifies the response requirements in the event of an emergency. The update will incorporate into the policy McDougall Energy's current practice and procedure where in the event an employee has a disability, an individualized plan will be determined for that particular individual for emergency response and evacuation.

Completion Date: March 1, 2023

### 4. Design of Public Spaces

McDougall Energy will meet accessibility laws when building or making major changes to its public spaces in accordance with the accessibility requirements under the IASR. McDougall Energy will take the following steps to meet the requirements under the *Act*.

Completion Date: January 1, 2019

#### Exterior Paths of Travel

McDougall Energy will ensure that newly built and redeveloped **exterior paths of travel** meet the requirements set out under section 80.21 of the IASR. McDougall Energy will also ensure that:

- Where an **exterior path of travel is equipped with a ramp**, that the ramp meets the requirements set out under section 80.24 of the IASR.
- Where **stairs connect to exterior paths of travel**, that the stairs meet the requirements set out under section 80.25 of the IASR.
- Where a **curb ramp is provided on an exterior path of travel**, that the curb aligns with the direction of travel and meets the requirements set out under section 80.26 of the IASR.
- Where a **depressed curb is provided on an exterior path of travel**, that

the depressed curb meets the requirements set out under section 80.27 of the IASR.

### Accessible Parking

McDougall Energy will ensure that:

- When constructing new or redeveloping **off-street parking facilities** that they intend to maintain, the off-street parking facilities will meet the requirements set out in the applicable off-street parking sections under the IASR.
- **Access aisles**, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, will be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities.
- Off-street parking facilities have a **minimum number of spaces** for the use of persons with disabilities, in accordance with section 80.36 of the IASR.
- Parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an **accessible permit parking sign** in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the *Highway Traffic Act*, O. Reg. 413/12, s. 6. and in accordance with section 80.37 of the IASR.

### Obtaining Services

McDougall Energy will ensure that:

- When constructing new **service counters**, which includes replacing existing service counters, all the requirements under section 80.41 of the IASR are met.
- When constructing a new **waiting area** or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three percent (3%) of the new seating will be accessible, with a minimum of one accessible seating space.

### **Transportation**

This standard does not apply to McDougall Energy.