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# HYDRO TECH MULTI-YEAR ACCESSIBILITY PLAN

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Hydro Tech is committed to accommodating individuals with disabilities who may enter our premises, access our information, or use our services.

As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) (2005), and its associated standards and regulations which sets out a process for developing and enforcing accessibility standards. We place a strong emphasis on aiming to create a fair, inclusive, and equitable environment for individuals with disabilities.

We recognize that disability can intersect with other identities - including race, ethnicity, gender, and sexual orientation - which can reinforce overlapping and interdependent systems of discrimination or disadvantage.

- Ensure that all people are treated with equity, dignity, and respect.
- Ensure that persons with disabilities can access and experience any of Hydro Tech's activities, services, and information.
- Ensure that persons with disabilities receive the same value and quality of activities, services, and information.
- Allow people with disabilities to do things their own way and at their own pace when participating in activities and accessing information and services, if this does not present a safety risk.
- Use alternate methods when required to ensure that people with disabilities have access to the same activities, services, and information and in a similar manner.
- Accommodate individual needs when providing services and information.
- Communicate in a manner that considers the person's disability.
- Accommodate employees so that they can fulfill their work requirements.

This Accessibility Plan shows how we will play our role in making Ontario a province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as possible after being hired and provide training as policies change.

We maintain training records of the training provided, including dates of the training and who was trained.

## AODA Requirements

Businesses and non-profit organizations with 50 or more employees and designated public sector organizations must develop a written multi-year accessibility plan.

A multi-year accessibility plan to help Hydro Tech meet its policy commitments under the AODA and improve overall accessibility. It is a road map to help the organization remove accessibility barriers that have been identified.

Under AODA, the Accessibility Standards that are applicable to Hydro Tech are:

- Customer Service
- Employment Initiatives
- Information and Communications
- Training

## AODA Initiatives

### Customer Service:

Hydro Tech has remained in compliance with the customer services standard. Hydro Tech strives to ensure that all clients receive high-quality service. Feed back is welcomed.

- Hydro Tech holds a “Feedback Form” on their website and will provide a hardcopy upon request.
- Contact information is available on the website for individuals who wish to reach out directly.
- Hydro Tech ensures that the public is made aware of breaks in service through posting the information on their website, ensuring that all staff utilize their Out of Office option on all emails, update the phone system and will post signage on the door of the main office.
- Provide all employees with training on Equality and Inclusivity, in multiple formats.

Hydro Tech will continue to update systems and processes as required to ensure that all communication options are available as needed to consider the individual’s needs.

### Employment Initiatives

Hydro Tech is an Equal Opportunity Employer. To ensure that all potential employees are aware of this, job postings include the statements:

*We sincerely thank all candidates who apply. However, only those selected for an interview will be contacted.*

*Hydro Tech Inc. is an equal opportunity employer and commits to make any necessary disability-related accommodations, upon request, throughout the entirety of the recruitment and selection process.*

Applicants can apply via email or in person. If an applicant needs accommodations for their interview, the accommodations will be made. Currently, interviews can be completed virtually or in person.

Hydro Tech provides all employees with training on AODA as soon as possible following their hire. The training can be completed virtually or using printed documentation, as per the employee's request and needs.

Hydro Tech works to support all employees with accessibility needs as often as required. Employees are provided with Ergonomic equipment to support healthy and safe workstations, flexible work location options are available and reviewed upon request, Return to Work plans are developed and implemented as needed, as well as flexible work schedule arrangements.

Documentation regarding when the training was delivered and who participated in the training is maintained. Hydro Tech has posted their Statement of Commitment to AODA on the Company Website and in the Main Hydro Tech office. The Statement will be reviewed, at a minimum of every 5 years.

## Information and Communications

Hydro Tech is committed to making our information and communications accessible to people with disabilities.

Initiatives that Hydro Tech has implemented include:

- Providing information in different formats as required (hardcopy, email, text, etc) at no cost.
- Providing Accessible Feedback Process on company website in either digital or hardcopy if requested.
- Contact information to provide feedback or to contact the company is posted on the website, phone, fax and email, in addition to the street location of the Main Office.

## Training

Hydro Tech provides training to all employees immediately upon hiring meeting the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Currently Hydro Tech provides training online and in print form for all individuals. Training records are maintained for all individuals who complete the training. Training is provided for all individuals as changes are made to the information. Training will be

## Strategies and Actions

### Customer Service

Hydro Tech is committed to providing accessible customer service to people with disabilities. We will continue to provide excellent services to people with disabilities with the same high quality and timeliness as others. Employees have been trained to ensure that they understand the standard and work to ensure that they foster inclusive behaviours.

### Employment Initiatives

Hydro Tech is committed to fair and accessible employment practices.

Hydro Tech will formalize an Employee Return to Work policy and program, ensuring consistency in the management of accommodation needs for individuals. *To be completed in 2024*

Hydro Tech will update their interview process by consulting with the applicants in advance to confirm that all accessibility needs are taken into consideration in the setting up of meetings or interviews if there is an accommodation need. March 2024.

Have a process in place to provide individual workplace accommodation plans where requested by an individual with a disability. Individual accommodation plans will be developed in accordance with the requirements of the IASR. Employees requesting individual accommodation plans may participate in the development of the plan. January 2025

### Information and Communications

Hydro Tech will continue to ensure that up to date information is posted to our Website. We will continue to make available hard-copies of our feedback for as required. Information gained through the feedback forms in regards to accessibility measures will be reviewed and integrated in to Hydro Tech systems to ensure continued compliance with the standard and to continue to improve our accessibility to the public and our employees.

We will continue to post interruptions of service on the webpage (including reason for disruption, anticipated duration and description of alternatives), on individual email "out-of-office" notification, on our phone system and by posting signage on the office door.

### Training

Hydro Tech will provide updates to all department managers, advising them of the status of all AODA training requirements so that they can ensure that all employees receive the required information.

Hydro Tech will make the policies and procedures as they relate to AODA accessible on the company intranet site to support ease of access for all employees.

Hydro tech will institute a refresher training cycle at least every three years or as changes occur to ensure knowledge remains current.

For more information:

For more information on this accessibility plan, please contact:
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Our Accessibility Plan is publicly posted at:
<a href="https://hydrotech-inc.ca/company/">https://hydrotech-inc.ca/company/</a>
Standard and accessible formats of this document are free on request from
Holly Lasante at <a href="mailto:holly.lasante@hydrotech-inc.ca">holly.lasante@hydrotech-inc.ca</a> or 705.946.3182 Ext 33