

Sheridan Electric Services Ltd.’s (“Sheridan”) Multi-Year Accessibility Plan

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), the government of Ontario developed a phased-in approach to reaching its objective of making Ontario a fully accessible province by the year 2025. Sheridan’s multi-year accessibility plan is a road map that describes how Sheridan will transform into an accessible organization. This plan documents our approach to building an inclusive organization and outlines the policies and actions that Sheridan has put and will put in place to improve opportunities for all.

This Plan and Sheridan’s Accessibility Policy are available to the public and in an accessible format, upon request. This Plan covers the period of 2024 – 2029, it will be reviewed annually and updated once every five (5) years.

Statement of Commitment

Sheridan is committed to ensuring equal access and participation for people with disabilities and to treating people with disabilities in a way that allows them to maintain their dignity and independence. Sheridan has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization’s compliance with accessibility legislation by incorporating accessibility legislation and consideration into our policies, procedures, equipment requirements, training for our employees, and best practices.

Sheridan has designated its Human Resources Generalist as the person responsible for monitoring and managing Sheridan’s compliance with the Accessibility for Ontarians with Disabilities Act (2005) (“AODA” or the “ACT”), the Customer Service Standard, and the Integrated Accessibility Standards Regulation (“IASR” or the “Regulations”) as it applies to Sheridan.

Sheridan Accessibility Policies

Sheridan has developed policies which outline how Sheridan intends to meet its obligations under the Act and Regulations. Sheridan makes this policy available to the public and, on request, will provide them in an accessible format.

Sheridan Multi-Year Accessibility Plan

Sheridan has developed a multi-year accessibility plan. This plan will be reviewed annually and updated once every five (5) years. Sheridan makes these policies available to the public and, on request, will provide it in an accessible format.

Sheridan will maintain a current copy of this plan on its website.

Self-service Kiosks

Currently, Sheridan does not have any self-service kiosks. Sheridan will incorporate accessibility features and/or consider accessibility for people with disabilities should it need to design, procure or acquire a self-service kiosk.

Training

Sheridan provides training to all employees on the requirements of the Integrated Accessibility Standards Regulation, as well as the *Ontario Human Rights Code* as it relates to people with disabilities.

Training of employees includes,

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards,
- Sheridan's policies related to the Customer Service Standards,
- How to interact and communicate with people with various types of disabilities,
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person,
- How to use the equipment or devices available on-site, or otherwise, that may help with providing goods, services or facilities to people with disabilities,
- What to do if a person with a disability is having difficulty in accessing Sheridan's good, services or facilities.

Sheridan will train every person as soon as practicable after being hired and provide training in respect of any changes to the policies and will maintain records of the training provided, including the dates on which the training was provided.

Sheridan will ensure that all subcontractors contracted to do work for Sheridan are aware of Sheridan's accessibility policies and have had the appropriate training, prior to providing goods and services on behalf of the organization.

Customer Services Standard

Sheridan provides training to all employees on the requirements of the Integrated Accessibility Standards Regulation, as well as the *Ontario Human Rights Code* as it relates to people with disabilities.

Ongoing, Sheridan will continue to evaluate its customer services processes, procedures, and policies to ensure that they are consistently meeting the needs of its customers.

Information and Communication

Sheridan will ensure that its internet website and web content continue to conform with Level AA of the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0. Sheridan will notify the public and provide, on request, accessible formats, and support for people with disabilities in a timely manner and at no additional cost to others.

Employment

Sheridan is committed to fair and accessible employment practices and ensuring that all applicants and employees are notified that accommodation may be provided upon request. Sheridan ensures that it considers disabilities and accommodation needs in respect of performance management and career development and has processes in place to support employee accommodation requests.

Procurement

Sheridan is committed to embedding accessibility into its procurement processes.

Design of Public Spaces

As of January 1, 2024, Sheridan has no plans for new construction or significant redevelopment of its offices to which the Design of Public Spaces Standard is applicable. For any future plans to which this Standard would be applicable, Sheridan will comply with the required responsibilities under this Standard.

Questions, Comments or Concerns?

Sheridan is committed to continuous improvement to ensure an accessible, inclusive experience for its employees and for those who access Sheridan's services.

If you have feedback with respect to this plan, please contact info@sheridanelectric.ca.