



Union Water Supply System Inc.

Multi-Year Accessibility Plan (2025-2030)

1.0 PURPOSE

This Multi-Year Accessibility Plan outlines UWSS Inc.'s strategy to identify, remove, and prevent barriers for persons with disabilities. It demonstrates the corporation's commitment to fostering an inclusive environment where individuals of all abilities have equitable access to employment, services, information, and opportunities, while meeting the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

2.0 STATEMENT OF COMMITMENT

UWSS Inc. is committed to providing accessible services and a welcoming environment that respects the dignity and independence of all individuals, including persons with disabilities. The corporation will continuously work to identify, remove, and prevent barriers across all operations, maintaining accessibility policies and a multi-year accessibility plan that are updated as needed.

3.0 SCOPE

This plan applies to all services, programs, and facilities of UWSS Inc., and to all employees, management, and volunteers involved in delivering or supporting these activities. It also guides interactions with members of the public who access the corporation's services.

4.0 ACCESSIBILITY STANDARDS COVERED

This plan addresses the following standards under the IASR:

- Customer Service
- Information and Communications
- Employment
- Design of Public Spaces
- General Requirements

5.0 ACCESSIBILITY OBJECTIVES (2025–2030)

5.1 Customer Service

UWSS Inc. will provide accessible customer service in accordance with the AODA by ensuring that employees receive training on accessible service delivery.

The corporation will maintain policies and practices that respect the dignity and independence of all customers, provide prompt notice of any service disruptions, and ensure that feedback processes remain accessible. Accessibility policies will be reviewed annually and updated as needed to ensure continued accessibility across all services.

5.2 Information and Communications

UWSS Inc. is committed to providing accessible information and communications. The corporation will maintain its website and digital content in accordance with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. All public documents, notices, and materials will be provided in accessible formats or with communication supports upon request. Communication practices will be reviewed regularly to identify and address potential barriers.

5.3 Employment

UWSS Inc. is committed to fair and accessible employment practices. Recruitment, assessment, and selection processes will be accessible to applicants with disabilities. Individual accommodation plans and return-to-work processes will be maintained and reviewed as needed. All employees and management will receive training on accessibility standards and the Ontario Human Rights Code as they relate to persons with disabilities.

5.4 Design of Public Spaces

When new construction or major modifications occur, UWSS Inc. will ensure compliance with accessibility standards for public spaces, including entrances, walkways, parking areas, restrooms, and service counters, as applicable.

5.5 General Requirements

UWSS Inc. will maintain and make publicly available its Accessibility Policy (Policy No. UW-A21-001) and this Multi-Year Accessibility Plan on its website. Both documents will be reviewed and updated at least once every five years, or more frequently as required. Accessible formats of these documents will be provided upon request.

6.0 TRAINING

UWSS Inc. will provide training to all employees and volunteers on accessibility standards and the Ontario Human Rights Code as they relate to persons with disabilities. Training will be delivered during onboarding and updated whenever policies or regulations change. Records of training completion will be maintained to ensure compliance and accountability.

7.0 FEEDBACK

UWSS Inc. welcomes feedback on how accessibility can be improved. Feedback regarding the delivery of services to persons with disabilities can be made by

phone, email, mail, or in person. All feedback will be reviewed, and responses will be provided in an accessible format if requested.

Contact:

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8.0 REVIEW & MONITORING

UWSS Inc. will monitor the implementation of this plan and evaluate progress on accessibility initiatives. The plan will be reviewed and updated every five years, or as required, to ensure ongoing compliance with legislation and continuous improvement in accessibility.

Effective Date: January 1, 2025

Next Review Date: January 1, 2030