



Multi-Year Accessibility Plan 2026–2030

Introduction

Bluewater Power Distribution Corporation (BWP) is committed to providing an inclusive environment for employees, customers, contractors and members of the public. We are committed to identifying, preventing and removing barriers for people with disabilities and meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

This Multi-Year Accessibility Plan outlines the actions BWP has taken and the initiatives it will continue to undertake to improve accessibility throughout the organization. The plan will be reviewed and updated at least once every five years.

Statement of Commitment

BWP is committed to providing accessible services in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.

We are committed to ensuring that employees, customers and members of the public can access our services in a respectful, inclusive and barrier-free manner. Accessibility will continue to be considered in the development of our policies, programs, services and facilities.

Core Accessibility Principles

- Dignity – Services are provided in a manner that respects the dignity of every individual.
- Independence – Individuals are supported in maintaining their independence while accessing our services.
- Integration – Accessible services are integrated wherever possible.
- Equal Opportunity – People with disabilities are provided the same opportunity to access and benefit from our services as others.

Key Areas of Focus

BWP's accessibility initiatives focus on five key areas:

- General
- Customer Service
- Employment

- Information and Communications
- Public Spaces

General

Actions Taken

- Maintained an Accessibility Policy and Multi-Year Accessibility Plan.
- Provided accessibility training to employees and others involved in developing policies or providing goods, services and facilities on behalf of BWP.
- Maintained accessibility training records.
- Considered accessibility requirements when developing and implementing organizational policies, procedures and practices.

Actions Planned

- Continue reviewing accessibility policies and procedures.
- Continue accessibility training for employees' contractors, volunteers and others who interact with the public.
- Continued to review the Multi-Year Accessibility Plan every five years.
- Continue considering accessibility requirements when procuring goods, services, facilities and new technologies.

Customer Service

Actions Taken

- Maintained an Accessible Customer Service Policy.
- Continued to welcome assistive devices, service animals and support persons.
- Established procedures for temporary service disruptions.
- Maintained procedures for notifying customers of planned and unexpected temporary disruptions to accessible services, including alternative service options where available.
- Made accessibility information and the online [Accessibility Feedback Form](#) available on the company website.

Actions Planned

- Continue providing accessible customer service.
- Continue monitoring customer feedback to improve accessibility.
- Continue providing accessible formats and communication supports upon request.

Employment

Actions Taken

- Implemented accessible recruitment practices, including notifying applicants of the availability of accommodation throughout the recruitment process.
- Provided accommodation throughout recruitment, assessment and onboarding processes.
- Maintained Individual Accommodation Plans.
- Maintained individualized workplace emergency response information and reviewed plans as employee needs or workplace conditions changed.
- Maintained documented return to work processes.
- Considered accessibility during performance management, career development, advancement and redeployment.

Actions Planned

- Continue reviewing accommodation practices.
- Continue supporting employees through individualized accommodation.
- Continue ensuring accessibility is incorporated into employment practices and workplace policies.

Information and Communications

Actions Taken

- Provided accessible formats and communication supports upon request in a timely manner and in consultation with the individual.
- Continued to notify the public of the availability of accessible formats and communication supports.
- Maintained a website that conforms to Web Content Accessibility Guidelines (WCAG).
- Maintained accessible processes for receiving customer feedback online, by telephone, in writing and by email.

Actions Planned

- Continue improving accessibility of digital communications and public information.
- Continue monitoring website accessibility standards.
- Continue providing accessible documents and communication supports upon request.

Public Spaces

Actions Taken

- Incorporated accessibility requirements into new construction, renovations and redevelopment projects where applicable.
- Maintained procedures for accessible service counters and waiting areas.
- Maintained procedures for preventative maintenance and temporary disruptions affecting accessible elements in public spaces.

Actions Planned

- Continue incorporating accessibility into exterior paths of travel, parking areas, service counters and waiting areas during future projects.
- Continue considering accessibility requirements during all capital projects and facility upgrades.

Accessibility Feedback

BWP welcomes feedback regarding accessibility and the provision of accessible customer service.

Customers who wish to provide accessibility feedback, request materials in an alternate format or learn more about how BWP provides accessible services may contact us by mail, telephone or by completing the online [Accessibility Feedback Form](#). All feedback will be acknowledged, reviewed and used to support the continuous improvement of accessibility throughout the organization.

BWP will provide this Multi-Year Accessibility Plan and other accessibility-related documents in an accessible format or with appropriate communication supports upon request.

This Multi-Year Accessibility Plan was approved in 2026 and will be reviewed and updated at least once every five years, or sooner if required by legislative or organizational changes.