



Policy: Accessible Customer Service Policy Number: D-14	Approval Date: 01-03-2013 Review Date: 01-03-2018 Owner: Director, Customer Service
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1.0 Purpose

The purpose of this policy is to address the accessibility requirements of *Ontario Regulation 429/07, Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

2.0 Policy Statement & Guiding Principles

- 2.1 Entegrus Inc. is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.
- 2.2 Entegrus Inc. recognizes the diverse needs of all our customers and will respond by striving to provide services and facilities that are accessible to all.
- 2.3 Reasonable efforts will be made to ensure that persons with disabilities are provided equal opportunity and ability to obtain, use and benefit from Entegrus Inc.'s goods and services.
- 2.4 Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- 2.5 The goods and services provided to persons with disabilities are integrated with the provision to users of the same goods and services unless an alternate measure is necessary to allow a person with a disability to fully benefit. The alternate measure may be temporary or permanent.
- 2.6 Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- 2.7 Persons with disabilities may use assistive devices, service animals and support persons as necessary to access Entegrus Inc. goods and services unless restricted or prohibited by other legislation.

3.0 Scope

This procedure applies to the Board of Directors and all Entegrus Inc. staff, contractors, subcontractors third parties or any other individuals who interact with the public or other third parties, who represent or act on behalf of Entegrus Inc.

4.0 Definitions

Assistive Device is an auxiliary aid such as technical aids, communication aids, cognition aids (reading, listening, talking aids), personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, hearing aids, etc.) that is used to increase, maintain, or improve the functional abilities of people with disabilities to access and benefit from the goods and services offered by Entegrus Inc..

Barrier, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

Disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Person with Disabilities shall mean those individuals that are afflicted with a disability as defined under the *Ontario Human Rights Code*.

Service Animals as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, shall mean any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

Support Persons as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, shall mean any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

5.0 Procedures

5.1 Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from Entegrus Inc.'s goods or services is recognized unless otherwise prohibited due to health and safety or privacy issues. Customers will be permitted to bring into facilities, and use their assistive devices (i.e. wheelchair, cane, walker, oxygen tank, special communication devices, etc.) It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Entegrus Inc will provide for aids, measures, and procedures to ensure that persons with disabilities can benefit from goods and services. These aids, measures and procedures are summarized below:

Chatham Office:

- *Handicap parking*
- *Ramped entrance to building*
- *Entry to building at grade level*
- *Power-assisted entry doors*

- *Elevator*
 - *Communication methods including internet, telephone, hard copy, radio, etc.*
 - *Ability to provide information in electronically reproducible formats, larger fonts, etc.*
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- *Meeting areas to assist in accommodating needs of the person with a disability*

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- *Handicap parking*
- *Ramped entrance to building*
- *Entry to building at grade level*
- *Power-assisted entry doors*
- *Communication methods including internet, telephone, hard copy, radio, etc.*
- *Ability to provide information in electronically reproducible formats, larger fonts, etc.*
- *Meeting areas to assist in accommodating needs of the person with a disability*

In addition, special assistance to persons with disabilities may include provision of emergency generators to a residential customer with special physical needs and related medical confirmation. Appropriate staff will be knowledgeable of the presence use Entegrus aids, measures, devices and procedures. Staff will also be generally familiar with the types of assistive devices that a person with a disability may need or use. Staff will be available to assist with the use of these devices if requested by an individual.

1.2 Support Animals

Persons with disabilities are permitted to be accompanied by a service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods or services provided by Entegrus Inc., unless the animal is otherwise excluded by law.

In the event that a service animal is otherwise prohibited by law from the premises, Entegrus Inc. shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Entegrus Inc.'s goods or services.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

If a staff member is allergic to a support animal, the staff member will be accommodated to ensure that he/she is not exposed to the support animal. This may include scheduling the visit in advance, or by substituting a staff member who is not allergic.

5.3 Support Persons

Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods or services provided by Entegrus Inc.

If a person with a disability is accompanied by a support person, staff shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. If there is confidential information to be disclosed, consent must be received from the person with the disability. Where fees for goods and services are charged, Entegrus Inc. shall ensure that notice is given in advance about the amount, if any that would be charged to a support person.

Entegrus Inc. may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or others on the premises. This will only occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access Entegrus Inc.'s goods or services.

1.3 Service or Facility Disruptions

Electrical supply disruptions will be communicated to affected customers using the normal service disruption protocols. Persons with special physical health needs will be invited to self-declare such needs, and this information will be included in Entegrus' Special Physical Health Needs Registry, as well as internal customer information systems. Operations staff will receive notification of these special needs when managing power disruption situations.

In the event of a facility or non-distribution disruption that may affect persons with disabilities (i.e. power assist doors, parking areas, building access, etc.) Customer Service will use the Facility Service Disruption notice, providing a reasonable amount of pre-notification. Customer Service will also coordinate and initiate special alternative measures for customers with disabilities where the customer has requested or requires.

Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems, if any, that may be available.

Notice may be given by posting the information in a conspicuous place on the premises owned or operated by Entegrus Inc, by recorded telephone message, or posted on the Entegrus Inc. website or by such other method as is reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

Disconnection of service to a customer, or other person residing with the customer who has special physical needs will be in accordance with Distribution System Code as set out by the Ontario Energy Board. Entegrus requires the customer to provide documentation from a physician confirming that disconnections poses a risk of significant adverse effects on the physical health of the customer or on the physical health of the customer's spouse, dependent family member or other person that regularly resides with the customer.

5.5 Training

Entegrus Inc. is committed to establishing, implementing and maintaining a program for training on how to provide customer service to people with disabilities.

Entegrus Inc. shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

Members of the Board, all staff (full-time, part-time, temporary, students), volunteers and contractors who interact with the public or other third parties on behalf of Entegrus Inc..

The training shall include but is not limited to the following:

- a) Review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of *Ontario Regulation 429/07 Accessibility Standards for Customer Service*.
- b) How to interact with persons with various disabilities.
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, other service animal or the assistance of a support person.
- d) How to use Entegrus Inc.'s equipment or devices that may help with the provision of goods or services to a person with a disability such as TTY telephones or other technology.
- e) What to do if a person with a particular type of disability is having difficulty accessing Entegrus Inc.'s goods or services.
- f) Entegrus Inc.'s Accessible Customer Service policies, procedures and practices governing the provision of goods or services to persons with disabilities.
- g) Training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties as well as on an ongoing basis as changes are made to policies, procedures and practices governing the provision of goods or services to persons with disabilities.

5.6 Feedback Process

Entegrus Inc. will maintain a feedback process to enable members of the public to comment on the provision of goods and services to persons with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback shall be received in any form (i.e. in person, by telephone, in writing, fax or in electronic format including email) and all such feedback will be logged for reporting purposes. Corporate Services management staff will oversee the administration and actions relating to feedback.

All feedback will be kept in strict confidence and used to improve customer service. An answer to feedback is not mandatory, however depending on the situation, it may be appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer will be provided with a response.

Information about the feedback process will be readily available to the public and notice of the process will be provided on Entegrus Inc.'s website or other method of communication appropriate in the circumstances.

5.7 Availability of Documents

Entegrus Inc. will post notice on its website that this policy and any other documents required by the Accessibility Standards for Customer Service will be made available to anyone upon request.

Entegrus Inc. is committed to providing accommodation to its customers where appropriate. If Entegrus Inc. is required to provide a copy of a document to a person with a disability, consideration will be given to the person's disability and reasonable attempts will be made to

accommodate the individual. Entegrus Inc. and the person with a disability will agree on the format to be used.

5.8 Human Resources Analyst and the Manager of Health & Safety and Purchasing Responsibilities

The Human Resources Analyst and the Manager of Health & Safety and Purchasing Responsibilities are responsible for:

- a) Ensuring compliance with the *Ontario Regulation 429/07, Accessibility Standards for Customer Service*.
- b) Including accessibility in annual planning processes.
- c) Budgeting for accessibility requirements.
- d) Ensuring that all affected staff receive required training regarding legal requirements and this procedure.
- e) Ensuring staff are communicating, coordinating and/or providing service to a person with a disability regarding the use, or who may use a, service animal, support person or assistive device.
- f) Making provisions for providing all documentation in appropriate formats upon request by a person with a disability.
- g) Monitoring the progress of legislative requirements in order to ensure compliance.
- h) Reporting to the Ministry of Community and Social Services on compliance requirements as necessary.
- i) Attending professional development activities to keep current on regulations and best practices.

5.9 Staff Responsibilities

Staff are required to meet the requirements of this procedure.

6.0 Related Documentation

Physical Health Needs Registry
Service Disruption Notification
Facility Service Disruption Notification
Accessible Customer Service Information
Customer Feedback Form