

POLICY

Accessibility Standards for Customer Service

1. PURPOSE AND POLICY STATEMENT

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

A standard for customer service (“the Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We, at Dial One Wolfedale Electric, are committed to providing a barrier-free environment for our customers. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

2. APPLICATION

The Policy applies to all persons who, on behalf of Dial One Wolfedale Electric, deal with members of the public or other third parties. This includes our employees and agents.

3. DEFINITIONS

- i. ***Accessibility Report*** – The report required to be filed pursuant to section 14 of the Act.
- ii. ***Assistive Device*** – Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iii. ***Disability*** – Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H.19.
- iv. ***Service Animal*** - An animal is a service animal for a person with a disability,
 - (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- v. ***Support Person*** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.
- vi. ***“We”, “Our” and “Staff”*** means Dial One Wolfedale Electric and its employees or agents.

4. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

5. IMPLEMENTATION

Dial One Wolfedale Electric has assigned the Human Resources Manager to be responsible for:

- i. Developing and implementing policies, practices and procedures to ensure the accessible provision of services to persons with a disability.
- ii. Developing and implementing an accessibility training program as required under the Act.
- iii. Developing a feedback procedure as required under the Act.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

6. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

I. Communication

A. Accessible Mediums of Communication

Dial One Wolfedale Electric strives to communicate with members of the public in a manner that is accessible. Mediums of accessible communication we currently employ include:

- (i) a website that provides information in clear plain language in a written format;*
- (ii) marketing material in a written format; and*
- (iii) a live telephone reception service to explain our services.*

B. Communicating with Persons with a Disability

Dial One Wolfedale Electric strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

II. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the person how he/she can be accommodated and what alternative methods of

service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our services.

III. Accessibility at Our Premises

We offer the following facilities and services at each location of Dial One Wolfedale Electric's offices to which the Policy applies to enable persons with a disability to obtain, use or benefit from our services:

- (ii) accessible entranceways with alternates available;*
- (iii) assistance of a staff person to complete a form;*
- (iv) a chair for waiting if a person's disability prevents him or her from standing for lengthy periods; and*
- (vii) improved lighting in certain areas for individuals with vision disabilities.*

Staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our services.

IV. Service Animals

Persons with a disability may enter offices owned and/or operated by Dial One Wolfedale Electric accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If a service animal must be excluded, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

If it is not readily apparent that the animal is a Service Animal, Dial One Wolfedale Electric may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

Staff will receive training on how to interact with persons with a disability accompanied by a Service Animal.

V. Support Persons

A person with a disability may enter offices owned and/or operated by Dial One Wolfedale Electric with a Support Person and have access to the Support Person while on the premises.

Dial One Wolfedale Electric may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

VI. Notice of Temporary Disruptions

Dial One Wolfedale Electric will notify customers if there is a planned or unexpected disruption of a facility or service. The notice will be posted at the entrance of the applicable premises and on the home page of the Dial One Wolfedale Electric website.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

7. TRAINING AND RECORDS

Dial One Wolfedale Electric will provide training and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

A. Content of Training

Training will include:

- i.* A review of the purpose of the Act and requirements of the Standard.
- ii.* A review of the company policy.
- iii.* How to interact and communicate with persons with various types of disabilities.
- iv.* How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v.* How to use equipment or devices which may be on our premises to assist persons with a disability to obtain, use or benefit from our services.
- vi.* What to do if a person with a disability is having difficulty accessing our premises and/or services.

B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.

8. FEEDBACK PROCEDURE

A. Receiving Feedback

Dial One Wolfedale Electric welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. In person at the office locations for Dial One Wolfedale Electric;
- ii. By telephone at 1-800-303-7568;
- iii. By completing a feedback form in writing and sending it to Dial One Wolfedale Electric, 415 Ambassador Drive, Mississauga, ONT, L5T 2J3, Attention: Human Resources;
- iv. By completing a feedback form in writing and faxing it to 905-564-5677; or
- v. By completing a feedback form in writing and sending it electronically to recruiting@dialonewolfedale.com.

B. Responding to Feedback

Dial One Wolfedale Electric has a feedback protocol to enable it to receive and respond to comments, including complaints. Dial One Wolfedale Electric feedback protocol is available upon request.

9. DOCUMENTATION TO BE MADE AVAILABLE

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of same shall be posted on Dial One Wolfedale Electric's website and at a conspicuous place at each premise to which this Policy applies.

10. FORMAT OF DOCUMENTS

Dial One Wolfedale Electric will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.