



AODA – Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

Intent

All goods and services provided by Angton Electric Ltd., will follow the principles of dignity, independence, integration, and equal opportunity.

This policy meets the requirements of the customer service standards included in the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Angton Electric Ltd., is committed to providing accessible service for its customers respecting non-discrimination. Goods and services will be provided in a manner that respects the dignity and independence of all customers. The provision of goods and services to persons with disabilities will be integrated whenever possible. Persons with disabilities will be given an equal opportunity to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Angton Electric Ltd.

Definitions

Accessible: Refers to the delivery of a good or service that is presented in a manner that is easily understood or appreciated and is easy to get at and/or reached and/or obtained.

Assistive device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank, and that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Disability: As defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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, muteness or speech 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 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*.

Guide dog: A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety, and increased independence for people who are blind.

Service animal: A service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:
 - College of Audiologists and Speech-Language Pathologists of Ontario;
 - College of Chiropractors of Ontario;
 - College of Nurses of Ontario;
 - College of Occupational Therapists of Ontario;
 - College of Optometrists of Ontario;
 - College of Physicians and Surgeons of Ontario;
 - College of Physiotherapists of Ontario;
 - College of Psychologists of Ontario; or
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Guidelines

Angton Electric Ltd., will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;

- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a health and safety risk;
- Using alternative methods, when possible, to ensure that customers with disabilities have access to the same goods and services, in the same place and in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

Assistive Devices

These include but are not limited to:

- Canes, white canes
- Wheelchairs
- Magnification Devices
- Communication Boards
- Relay Service
- Oxygen Tank
- Hearing Aid
- Teletypewriter (TTY)

The Use of Assistive Devices - Customer's Own Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods and services provided by the company.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank might involve ensuring the customer is in a location that would be considered safe for both the customer and business.

Guide Dogs and Service Animals

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals.

Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

Exclusion Guidelines

If a customer's guide dog or service animal is excluded by law (see applicable laws below), Angton Electric Ltd., will offer alternative methods to enable the person with a disability to access goods and services, when possible. For example, the company might accommodate a customer's disability by securing the animal in a safe location and offering the assistance of an employee to facilitate the delivery of goods and services.

Applicable Laws

Dog Owners' Liability Act, 2005: If there is a conflict between a provision of this legislation or of a regulation under this or any other act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails. Staff will respectfully explain that the service animal must be removed from the public area due to a municipal by-law and make alternate arrangements or provide the goods or service outside the public area.

Recognizing a Guide Dog or Service Animal: If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Angton Electric Ltd., may request verification from the customer.

Care and Control of the Animal: The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies and Other Health and Safety Concerns

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Angton Electric Ltd., will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the *Human Rights Code* and the *Occupational Health and Safety Act*, each customer's accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.

Due diligence needs to be paid to address health and safety requirements. For example, if a person's health and safety could be seriously affected by the presence of a service animal on the premises open to the public, management must fully analyze all options for safely accommodating the service animal. Options could include creating distance between the two individuals to eliminate in-person contact, changing the time the two individuals receive goods or services, or using air purifiers and other measures that could allow the person to use their service animal on the premises.

In very exceptional circumstances where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behavior is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises.

As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether the staff can be of assistance pertaining to the service animal.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, Angton Electric Ltd., will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

Notice of Disruptions in Service

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Angton Electric Ltd. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

When disruptions occur, Angton Electric Ltd., will provide notice by:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on the company website;
- Contacting customers with appointments;
- Verbally notifying customers when they make an appointment; or
- By any other method that may be reasonable under the circumstances.

If disruption will be known in advance, Angton Electric Ltd., will:

- Contact customers if they were expected to be at a specific location

- By any other methods that may be reasonable under the circumstances

Customer Feedback

Angton Electric Ltd., shall provide customers with the opportunity to provide feedback on the accessible service provided the company. Feedback can be provided by using the Customer Feedback Form or verbally communicating responses to a staff member in person, or by telephone. The Customer Feedback form is also accessible on the Angton Electric website (www.angtonelectric.com). Alternate methods of submitting feedback include fax and e-mail.

Submitting Feedback

Submissions may be made by:

Phone: 519-203-7124

Fax: 519-203-7127

Mailing address: P.O. Box 235, Lambeth Station,
2332 Main Street, London, ON N6P 1P9

E-mail: info@angtonelectric.com

Customers can provide feedback by completing a customer feedback form onsite or verbally communicate responses to an Angton Electric employee.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

- Every employee of Angton Electric Ltd.
- Every person who participates in developing the policies of Angton Electric Ltd.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the requirements of the customer service standards
- Instructions on how to interact and communicate with people with various types of disabilities
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a guide dog or other service animal; or
 - Require the use of a support person (including the handling of admission fees);

- Instructions on what to do if a person with a disability is having difficulty accessing our goods and services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Angton Electric Ltd., will provide training as soon as practicable. Training will be provided to new employees and contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

Record of Training

Angton Electric Ltd., will keep a record of training that includes the dates training was provided and the names of employees trained.

Notice of Availability and Format of Documents to Customers

Angton Electric Ltd., shall notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability.

Angton Electric Ltd., will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to This or Other Policies

Any policies of Angton Electric Ltd., that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.