

# Accessibility for Ontarians with Disabilities Act (AODA)

## Accessibility Standards for Customer Service Policy

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### 1. Purpose and Policy Statement

The goal of the Accessibility for Ontarians with Disability Act, 2005 is to create a more accessible Ontario, by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. Accessibility Standards for Customer service have 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 New Electric will strive to provide an accessible customer service experience. The object of this 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 New Electric, provide services to the members of the public or other third parties. This includes our employees, co-op students, office personnel, volunteers and contractors. The policy also applies to all persons responsible for development, implementation or oversight of New Electric's policies, practices and procedures.

### 3. Definitions

*Accessibility Report:* The report required to be filed pursuant to section 14 of the Act

*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

*Disability:* Any degree of physical disability, infirmity, malformation or disfigurement that is caused by injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of palsy, lack of paralysis, amputation, lack of physical coordination, 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 OR;

A condition of mental impairment or a developmental disability OR;

A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language OR;

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



- Service Animal:* Is an animal that aids a person with a disability OR;
- Is an animal that is readily apparent and is used by the person for reasons related to his or her disability OR;
- Is an animal which the person could provide a signed letter from their physician confirming that the animal is required for reasons relating to the disability
- 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

“We”, “Our” and “Staff” means New Electric Enterprises and New Electric Services and all employees, volunteers, students, agents and contractors.

## 4. Core Principles of the Policy

We will make reasonable efforts to ensure that the policy and related practices and procedures are consistent with the following (4) four core principles:

- 4.1 *Dignity:* Persons with a disability should be treated as valued customers, as deserving of service as any other customer.
- 4.2 *Equality of Opportunity:* Persons with a disability should, where possible, be given an opportunity equal to that given to others to obtain, use and benefit from New Electric goods and services.
- 4.3 *Integration:* Wherever possible, persons with a disability should benefit from New Electric’s 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, services will be provided in another way that takes into account the person’s individual needs.
- 4.4 *Independence:* Services should be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with disabilities but not do so without first seeking permission of the person.

## 5. Implementation

The company is responsible for:

- 5.1 Developing and implementing policies, practices and procedures aimed at providing accessible goods and services to persons with a disability.
- 5.2 Developing and implementing an accessibility training program as required under the standard.
- 5.3 Developing and monitoring the implementation of a feedback procedure as required under the standard.
- 5.4 Filing accessibility reports as required under section 14 of the Act





## 6. Providing Goods and Services to People with Disabilities

### Accessible Customer Service

New Electric shall make all reasonable effort that its policies, practices and procedures which impact the delivery of its goods and services to any third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above. To this end, New Electric has developed this policy and its Accessible Customer Service Plan and will implemented training procedures for all staff members.

### Communication

We strive to communicate with persons with disability in a manner that takes into account their disability. Approaches for communication are set out in our accessibility training program.

### Assistive Devices

A person with a disability is permitted, where possible, to use his/her own assistive devices when on New Electric's premises for the purpose of obtaining, using or benefiting from New Electric's goods and services or during any customer service meetings on site.

### Service Animals

A person with a disability may bring his/her service animal onto areas of New Electric premises that are open to the public or to other third parties and may keep the service animal with him/her at all times. On a rare occasion another law may prohibit a service animal from entering an area of New Electric's premises or the needs of another customer may require that a service animal be excluded. If a service animal must be excluded, we will explain to our customer/client why this is the case and explore alternative ways to meet the client's needs.

### Support Persons

A person with a disability may enter premises owned and /or operated by New Electric with a support person and have access for the support person while on the premises. We may require a person with disability to be accompanied by a support person where it is necessary to protect the health and safety of the person with a disability or health or safety of others on the premises.

### Notice of Temporary Disruptions

We will notify customers/clients if there is a planned or unexpected disruption of a facility or service persons with a disability uses to access New Electric's goods and services. The notice will be posted in a conspicuous location. The location and manner of the posting may vary depending on the nature of the facility or service which is disrupted. The notice will include the following information:

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

(Notice template on next page)



## NOTICE OF SERVICE DISRUPTION (AODA)

Effective Date:

*Example: Monday February 22<sup>nd</sup>, 2014*

Type of Disruption:

*Example: access to elevator in main lobby*

Reason for Disruption:

*Example: scheduled maintenance*

Anticipated Duration of Disruption:

*Example: one day*

Description of Alternative Facilities or Services:

*Example: elevator beside restaurant is operational – follow hallway on second floor to lobby area*

Contact Information:

*Example: John Smith  
(519) 222-1234  
john@abc.com*

## 7. Training and Records

New Electric will provide training required under the standard to all of its employees and volunteers. New Electric will take appropriate steps notify clients and contractors who provide services on behalf of New Electric of the training requirements of the standard and will ensure that contractors and clients receive a copy of this policy and our Accessible Customer Service Plan.

### Content of Training

Training will include:

- 7.1 An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 7.2 New Electric's plan related to the customer service standard
- 7.3 How to interact and communicate with people with various types of disabilities
- 7.4 How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- 7.5 How to use any assistive devices required through reasonable measures deemed appropriate to serve our customers
- 7.6 What to do if a person with disability is having difficulty in accessing New Electric's services
- 7.7 Staff will also be trained when changes are made to the accessible customer service plan

### Timing of Training

Training will be provided to all persons to whom this policy applies as soon as practical after he / she is assigned the applicable duties. On-going training will occur as changes are made to policies, procedures and practices as new individuals assume the applicable duties.

### Documenting Training

Records of the training provided, including the online (FVR) training presentation, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance to requirements of the standard.

## 8. Feedback Procedures

Customers who wish to provide feedback on the way New Electric provides services to people with disabilities can email [hr@newelectric.com](mailto:hr@newelectric.com) or complete the survey located on the New Electric website: [www.newelectric.com](http://www.newelectric.com). Immediate needs will be handled as soon as they occur, providing all reasonable measures to accommodate. All feedback including complaints will be handled according to New Electric Services Inc. standards. New Electric will investigate and respond to all concerns within 60 days.

## 9. Documentation to be Made Available

This policy and the Accessible Customer Service Plan shall be made available to any member of the public upon request.





## 10. Format of Documents

We will, wherever possible, provide document information or the information contained in documents, required to be provided under the standard, to a person with disability in a format that it takes the person's disability into account.

## 11. Questions about this Policy

For more information about the policy or for questions regarding New Electric's policies, practices and procedures for accessible customer service please contact:

New Electric Services Inc.  
**Attention: Human Resources**  
3185 Dundas Street West  
Oakville, ON L6M 4J4  
(905)827-2555  
hr@newelectric.com

