	GRIMSBY POWER INCORPORATED	Date Issued	2011-11-04
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	Accessible Customer Service Policy AODA O. Reg. 429/07	Policy/Procedure	Policy
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Purpose

A policy to address the Accessibility to Ontarians Disabilities Act.

Details


Grimsby Power is committed to providing excellent customer service to all its customers. This Accessible Customer Service Policy sets out the responsibilities of all persons in the employ of Grimsby Power, its contractors and any individuals serving the company in an appointed capacity.

Policy (Accessible Customer Service)

Grimsby Power’s Statement of Commitment

- Grimsby Power goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- We will listen to, be courteous, and treat all customers with dignity and respect at all times;
- We will take the initiative to understand the needs of each customer in order to provide effective and efficient service every time;
- The provision of goods and services to persons with disabilities will be integrated within existing methods wherever possible unless an alternate measure is necessary, whether temporarily or permanently, to aid a person with disability to obtain, use or benefit from the goods and services;
- We will provide people with disabilities with equal service. If this is not possible, we will provide choices and options regarding how Grimsby Power provides services and will work with customers to find acceptable and workable alternatives;
- We will take the initiative to identify and prevent problem situations up front and propose workable alternatives

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Use of Assistive Devices

Assistive Devices include but are not limited to: wheelchairs, walkers, speech synthesizers, TTY's, computer technologies, white canes and hearing devices.

People with disabilities will be permitted to access, use and/or benefit from goods or services through the use of their own assistive devices.

In the event a person utilizing an assistive device cannot access our goods or services, Grimsby Power will accommodate the customer by using any other temporary measures available and deemed appropriate, such as but not limited to providing access to other facilities, devices or a Support Person.

Use of Service Animals

Service animals, such as but not limited to Guide dogs, Hearing dogs, Seizure dogs and other Assistance animals shall be permitted entry to all Grimsby Power facilities which are open to the public, except where prohibited by law.

Grimsby Power will display decals at the main entrances of all public facilities reading "Support Persons and Certified Service Animals Permitted".

Use of Support Persons

Support Persons shall be permitted entry to Grimsby Power facilities which are open to the public.


Notice of temporary disruptions

In the event that a temporary service disruption occurs which would limit a person with a disability from gaining access to our goods and service, Grimsby Power will post notice or otherwise make the disruption known to customers in the following methods/places:

- Web site; **and**
- Notice on all administrative office entrances where the disruption has occurred; **and**
- Reception and Information Counters; **and**
- Notification by Staff (where applicable) and;
- Grimsby Power Telephone Automated Answering Service

If an unexpected disruption occurs, customers both with and without disabilities will be accommodated by the use of other means possible to deliver the goods and services as deemed appropriate and reasonable.

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All notices of disruption shall include:

- The name of the disruption event and;
- The name of the service disrupted; and
- The normal service location being impacted; and
- Alternate service locations; and
- Alternate service methods; and
- Hours of service availability (as applicable); and
- Anticipated timeline for resumption of service (if known); and
- Contact information; and
- Any other information which impacts the delivery of goods and services.

Training

All employees, contractors and agents of Grimsby Power who are in direct contact with the public (e.g. face-to-face or telephone communication) shall be trained in the various aspects of accessible customer service delivery.

All training, regardless of format, shall have regard for:


- An overview of the purposes of the AODA;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and TTY;
- Instruction on what to do if a person with a disability is having difficulty accessing your services.

Training shall be mandatory for all employees upon their initial indoctrination and every 3 years thereafter.

Feedback process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, in writing, or by delivering an electronic text by email or otherwise.

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Feedback may be provided to the following:

Grimsby Power
Executive Assistant
231 Roberts Road
Grimsby, ON
L3M 5N2
905-945-5437 x222
info@grimsbypower.com

All feedback will be kept in strict confidence and used to improve customer service.

The Responsible Officer for the Accessible Customer Service Policy will acknowledge concerns within five (5) business days and will respond in a timely manner with information regarding how the issue will be addressed.

Grimsby Power will make every effort to understand the problem, identify the appropriate contact and work towards a resolution.

In addition, the author of the feedback will be provided a response in a format identified as accessible to him or her.

Notice of availability of documents

This policy and any other document deemed to be essential to the delivery of goods and services will be made available upon request in a format that takes into account the person's disability.

Notwithstanding the above, this policy will be made available on the Grimsby Power website, and made available to any person to whom it provides goods or services using any other method or format as are reasonable in the circumstances.

Review Process

At minimum, this policy will be reviewed annually by appropriate staff. However, the review process may be affected by AODA Regulations as they are announced. Therefore, this policy will also be reviewed upon announcement of any new Accessibility Standards of the AODA, 2005 to ensure integration and consistency with this policy. The policy may be modified to ensure full compliance with the AODA, 2005.

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