



# **POLICIES AND PROCEDURES**

## **ACCESSIBLE CUSTOMER SERVICE POLICY**

ORIGINAL ISSUE DATE: JULY 15, 2020

DPM  
8000 JANE ST #200, CONCORD, ON L4K 3W4

## ACCESSIBLE CUSTOMER SERVICE POLICY

---

### OUR COMMITMENT TO CUSTOMERS

DPM Energy is committed to providing excellence in customer service and serving all clients with dignity, independence, integration and equal opportunity. We provide the highest standards in customer service and offer our clients opportunities to communicate via phone, email and in person.

DPM Energy's policies have been developed in accordance with the Accessibility Standard for Customer Service, and our policy is available to our customers, upon request.

### INTENT

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties. DPM Energy shall follow the principles of dignity, independence, integration and equal opportunity.

### PURPOSE

The Accessibility for Ontarians with Disabilities Act, 2005, also known as the AODA became law on June 13, 2005. The purpose of the AODA is to develop, implement and enforce mandatory Accessibility Standards in key areas of daily living. Standards are being developed in Customer Service, Information and Communications, Employment, Transportation and Built Environment.

The accessibility standards will apply to all organizations across Ontario. The goal of the AODA is an accessible Ontario by 2025.

### SCOPE

- a) This policy applies to the provision of goods and services via DPM Energy;
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of DPM Energy, and

- c) This policy shall also apply to all persons who participate in the development of DPM Energy's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

## DEFINITIONS

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 such as a wheelchair, walker, personal oxygen tank or other devices that assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term 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.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Service Animal- service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are Deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

## GENERAL PRINCIPLES

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices;
- C. The Use of Support Persons;
- D. The Use of Service Animals;
- E. Notice of Service Disruptions;
- F. Customer Feedback;
- G. Training; and
- H. Notice of Availability and Format of Required Documents.

## MULTI-YEAR ACCESSIBILITY PLAN 2020 - 2025

### A. The Provision of Goods and Services to Persons with Disabilities

DPM Energy's policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity. We strive to accomplish this by:

- Ensuring that all clients receive the same quality of service;
- Allowing clients with disabilities to do things in their own way, at their own pace when accessing our services;
- Using alternative methods when possible to ensure that clients with disabilities have access to the same services, and in a similar manner. Examples include but are not limited to:
  - verbally describing information to a client who is sight impaired
  - welcoming a client with a disability who is accompanied by a service animal
  - taking into account individual needs when providing services
  - communicating in a manner that takes into account the client's disability

### B. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by DPM Energy by phone or in person.

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

### C. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control of DPM Energy. In the event of any temporary disruptions to Company 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.

#### Notifications will include:

In the event of a temporary disruption, the following information will be posted for our customers on the front door of DPM Energy:

- Services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration

#### Notifications Options:

When disruptions occur, DPM Energy will provide notice by:

- Posting notices in conspicuous places including on the Company website;
- Informing customers with appointments booked, by phone; or
- By any other method that may be reasonable under the circumstances.

### D. The Use of Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Company shall ensure that the person is permitted to be accompanied by his or her guide dog or other service animal on our premises (except for employee only areas). This means that we allow the animal onto the office premises and allow the person with a disability to be accompanied by the animal.

### E. Feedback Process

DPM Energy welcomes feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers. Methods of providing feedback include: in person, by telephone, hand written, or by email.

Customers can submit feedback to the company via:

Email: [knowhow@dpmenergy.com](mailto:knowhow@dpmenergy.com)

Tel: 905.597.7200

In Person: 8000 Jane Street, Building A, Suite 200 Vaughan, Ontario L4K 5B8

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

#### F. Training

Training will be provided to:

- a) All employees, volunteers, agents and/or contractors who deal with the public or act on behalf of DPM Energy; and
- b) Those who are involved in the development and approval of customer service policies, practices and procedures.

#### Training Provisions:

As reflected in *Ontario Regulation 429/07*, 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 Accessibility Standards for Customer Service, Ontario Regulation 429/07;
- Guidelines for interaction and communication with people with various types of disabilities.
- Guidelines for interacting with people with disabilities who:
  - use assistive devices; or
  - require the use of a support person or service animal.
- Review of how to assist a customer who may be having difficulty accessing services;
- DPM Energy's policies, procedures and practices pertaining to providing accessible service to clients with disabilities.

### Training Schedule:

Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### Record of Training:

The Company will keep a record of training that includes the dates training was provided.

### Notice of Availability and Format of Documents

The Company shall notify clients that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability.

## ADMINISTRATION

To inquire about this policy or its related procedures please contact: Stephanie Theofilaktidis-stephani@dpenergy.com

This policy and its related procedures will be reviewed as required in the event of legislative changes or every five years.

## REFERENCED DOCUMENTS

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Ontario Human Rights Code, 1990