

PowerStream is committed to providing quality service that is accessible to all members of the public we serve. It is PowerStream's goal to ensure that all members of the public receive the same amount and quality of service, regardless of any barriers there may be.

Our Accessibility Policy applies to all persons who deal with members of the public or other third parties on behalf of PowerStream, whether the person does so as an employee or contractor, student on placement, or otherwise, in accordance with our obligation to meet the spirit and terms of the *Accessibility for Ontarians with Disabilities Act, 2005*.

DEFINITIONS

A **disability** is any degree of physical disability (i.e. blindness, visual impediment, deafness, hearing impediment, muteness or speech impediment), a condition of mental impairment or a developmental disability, a learning disability, or a 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*.

An **assistive device** is used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the *Accessibility Standards for Customer Service (Ontario Regulation 429/07)*.

A **service animal** is any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

A **support person** who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

PROCEDURE

PowerStream will ensure the following guidelines are followed:

a. The Provision of Services to Persons with Disabilities

PowerStream will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the following principles:

- PowerStream's services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of PowerStream's services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from PowerStream's services and,
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from PowerStream's services.

b. Communication with Persons with Disabilities

When communicating with a person with a disability, PowerStream employees will do so in a manner that takes into account the person's disability.

c. Notice of Temporary Disruptions in Services and Facilities

PowerStream is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the PowerStream's customer service and facilities (North and South offices) may occur due to reasons that may or may not be within PowerStream's control or knowledge. PowerStream will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. PowerStream will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, PowerStream will provide notice as soon as possible.

When temporary disruptions occur to PowerStream's customer services or facilities, PowerStream will aim to provide notice by posting the information in visible places, in addition to PowerStream's website or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

Note: "Disruption in service" refers to customer service only. For example, maintenance on one of PowerStream's wheelchair ramps would prevent a customer in a wheelchair from accessing the front desk. In such cases, notice may be given by posting the information at a conspicuous place on the premise, or posting it on PowerStream's website, or by such other method as reasonable in the circumstances with prior notice if possible.

d. Assistive Devices and other Measures that Assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from PowerStream's services. Exceptions may occur in situations where PowerStream has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations and others, PowerStream may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from PowerStream's services, where PowerStream has such other measures available. It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

e. Service Animals

Persons with a disability may enter a building occupied by PowerStream and be accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, PowerStream will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from PowerStream's services. If it is not readily apparent that the animal is a service animal, PowerStream 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 or her disability. PowerStream may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school. It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

f. Support Persons

A person with a disability may enter premises owned and operated, or operated, by PowerStream with a support person and have access to the support person while on the premises. PowerStream may require a person with a disability to be accompanied by a support person while on PowerStream premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

g. Feedback

PowerStream is committed to providing high quality services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods. Information about the feedback process will be readily available to the public and notice of the process will be posted on PowerStream's website and/or in other customer facing locations.

h. Training

PowerStream will ensure that all persons to whom this policy applies receive training as required by the *Accessibility Standards for Customer Service*. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement

i. Availability and Format of Required Documents

All documents required by the *Accessibility Standards for Customer Service*, including PowerStream's Accessibility for Members of the Public with Disability Policy, related procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request. When providing a document to a person with a disability, PowerStream will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

j. Notice of the Availability of Documents

Notice of the availability of all documents required by the *Accessibility Standards for Customer Service* will be posted on the PowerStream website, and/or in other customer facing locations.