

OTTAWA RIVER POWER CORPORATION



Customer Accessibility Plan

November 2011

Customer Accessibility Plan

Providing Goods and Services to People with Disabilities

Background

The Accessibility for Ontario With Disabilities Act was passed in 2005 and sets out to assure that customers with disabilities have access to services. The Act identifies five standards that have to be met in a time frame set by regulation. They are: customer service, employment, information and communication, public transportation and built environment. The standard for Customer Service is now required to be implemented.

Ottawa River Power Corporation is a business with greater than 20 employees and as such is required to have a customer service plan in place, trained staff, and the plan made available to the public as of January 1, 2012.

The following Accessible Customer Service Plan has been prepared and posted on the ORPC website for public viewing.

Ottawa River Power Corporation is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. This includes items such as wheelchairs, walkers, white canes, oxygen tanks and electronic communication devices.

Communication

We will communicate with people with disabilities in ways that take into account their disability. Staff will think about and/or learn how people with various disabilities communicate, and use different methods of communication depending on the circumstances.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

If a person's service animal is excluded by law, that person may access our services by phone and/or the internet.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption

In the event of a planned disruption to services for customers with disabilities, Ottawa River Power Corporation will notify customers in advance either by personal contact by work crews, hand delivered letter, or by a notice in the newspaper depending on the magnitude of the outage. Information will be provided detailing the date, reason for the disruption, its anticipated length of time, and an alternate date in case the disruption cannot take place due to unfavorable weather conditions.

Customers with medical needs should contact the ORPC office to have their name placed on a list. While the supply of electricity cannot be guaranteed ORPC will endeavor to lessen the impact and/or provide update communications.

Training for staff

Ottawa River Power Corporation will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Customer Service Positions including cashiers, billing clerks, etc.
- Administrative Positions
- Line Department Positions
- Service Department Positions
- Managerial Positions including President/CEO, CFO, Office Manager, Line Superintendent and Customer Service Superintendent.

This training will be provided to staff as part of new employee orientation training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Ottawa River Power's accessible customer service plan.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Ottawa River Power's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Ottawa River Power provides goods and services to people with disabilities can do so in person, over the phone, and/or via e-mail. All feedback will be directed to Doug Fee, President & CEO.

Customers can expect to hear back within 10 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Ottawa River Power Corporation that does not respect and promote the dignity and independence of people with disabilities will be modified or removed