

## **ACCESSIBILITY POLICY**

### **PURPOSE/POLICY:**

Rogol Electric Company Ltd shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the Accessibility for Ontarians with Disabilities Act, S.O. 2005 (AODA), the Accessibility Standards for Customer Service, Ont Regulation 429/07 (ASCS), the Integrated Accessibility Standards, Ont Regulation 191/11 (IASR) and future regulations as amended.

This policy shall not apply during any period where Rogol Electric Company Ltd has declared a "State of Emergency" as defined under the Emergency Management Act.

### **SCOPE:**

This policy shall apply to every person who deals with members of the public or other third parties on behalf of Rogol Electric Company Ltd, whether the person does so as an employee, agent, volunteer, or otherwise. This policy shall include the provision of goods and services that occur off the premises of Rogol Electric Company Ltd.

### **ASSOCIATED DOCUMENTS & RECORDS:**

Ontario Human Rights Code

Emergency Management Act

Accessibility for Ontarians with Disabilities Act 2005 (AODA)

Rogol Electric Company Ltd's Return to Work Program

Rogol Electric Company Ltd's Emergency Response Plan

### **DEFINITIONS:**

**Accessible formats** include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

**Assistive Device** means any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

**Barrier** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability** means, as defined in Section 10 of the Human Rights Code, R.S.O. 1990 c.H.19: a) 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. b) A condition of mental impairment or a developmental disability. c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language. d) A mental disorder. e) 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** means any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**Support Person** means any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care, medical needs, or with access to goods or services.

#### **RESPONSIBILITIES:**

##### **Company Responsibilities**

- a) Rogol Electric Company Ltd will provide training to all employees, and others who deal with the public or other third parties on their behalf, as well as to those who are involved in the development and approvals of accessibility policies, practices and procedures.
- b) Rogol Electric Company Ltd shall notify customers that the documents related to the Accessibility Standards are available upon request and in a format that takes into account the customer's disability.
- c) This policy and related practices and protocols, shall be made available to any member of the public upon request. Notification of same shall be posted on Rogol Electric Company Ltd's website and at a conspicuous place at each premise to which this policy applies.

##### **Human Resources Responsibilities**

- a) Human Resources shall ensure that all employees and volunteers are trained in regards to legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- b) Human Resources shall ensure all legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) are adhered to.
- c) Human Resources shall oversee the feedback procedure as outlined in this policy.

##### **Management and Supervisor Responsibilities**

- a) Managers and supervisors are responsible for adhering to the parameters set out in this policy as it relates to goods, services, programs, and facilities. Managers and supervisors will foster an inclusive environment within their areas of responsibilities.

##### **Employee Responsibilities**

- a) Employees are responsible for practicing good customer service and adhering to the parameters set out in the policy.

b) Employees are responsible for informing the Human Resources Department of any accessibility requirements for a disability they may have.

**PROCEDURE:**

The Accessibility Policy will function as an overarching policy for the requirements of the standards developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (the "AODA").

Rogol Electric Company Ltd is committed to developing policies and work procedures which contribute to ensuring that goods, services, programs, and facilities are accessible for persons with disabilities. The following principles shall be met when developing such policies, work instructions and procedures:

**CUSTOMER SERVICE STANDARD**

a) Rogol Electric Company Ltd is committed to excellence in serving all customers including people with disabilities and will carry out functions and responsibilities in the following areas:

- i. The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- ii. The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- iii. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- iv. Persons with disabilities may use assistive devices, service animals and/or support persons in the access of goods and services.

b) Rogol Electric Company Ltd employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability. This training will be provided during orientation for new employees and on an ongoing basis when changes are made to these policies, practices and procedures. Training will include the following:

- i. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- ii. How to interact and communicate with people with various types of disabilities.
- iii. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- iv. What to do if a person with a disability is having difficulty in accessing Rogol Electric Company Ltd's goods and services.
- v. Rogol Electric Company Ltd's policies, practices and procedures relating to the customer service standard.

Records of the training provided, including the location, type of training, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard.

c) Communications When communicating with a person with a disability, individuals working on behalf of Rogol Electric Company Ltd, do so in a manner that takes into account the person's disability and makes reasonable efforts to have the person with a disability understand both the content and intent of its communications.

d) **Use of Assistive Devices** Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Rogol Electric Company Ltd. 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 goods and services.

e) **Telephone services** We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by another method if telephone communication is not suitable to their communication needs or is not available.

f) **Billing** Rogol Electric Company Ltd is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail. Staff will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

g) **Use of Service Animals** Rogol Electric Company Ltd is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

h) **Use of Support Persons** Rogol Electric Company Ltd is committed to welcoming people with disabilities who are accompanied by a support person. On occasion, persons with disabilities require the assistance of a support person to protect their health and safety or the health and safety of others. Any person with a disability who is permitted access to Rogol Electric Company Ltd's premises, and who is accompanied by a support person, will be allowed to enter the premises with his or her support person. At no time will a person with a disability, who is accompanied by a support person, be prevented from having access to his or her support person while on Rogol Electric Company Ltd's premises.

i) **Notice of temporary disruption** In the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, Rogol Electric Company Ltd will provide customers with notice. This notice will be posted in a high traffic area and will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

#### **INTEGRATED ACCESSIBILITY STANDARD**

a) **Accessibility Planning** Rogol Electric Company Ltd will establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA. The multi-year accessibility plan will outline the ways the company will identify, prevent and remove barriers and meet the requirements of the standards developed under the AODA. i. The multi-year accessibility plan will be:  Reviewed and updated at least once every five years; and  Posted on the company website and provided in accessible formats upon request.

b) **Accessible Formats** Rogol Electric Company Ltd will provide alternate formats of information that are produced or controlled by the company to members of the public upon request, in a timely manner. When it is not practical to provide an alternate format, the company will provide an explanation and a summary of the document in an accessible format.

c) **Feedback Process** Rogol Electric Company Ltd will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, clients, customers or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option. Rogol Electric Company Ltd will review its current feedback processes to ensure that it is accessible and make any changes necessary to ensure compliance with the IASR.

Feedback can be provided in the following ways:

d) **Accessible Websites and Web Content** Internet websites and web content controlled directly by Rogol Electric Company Ltd shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

e) **Accessible Emergency Information** Rogol Electric Company Ltd provides employees with disabilities, individualized workplace emergency response information when the employee's disability is such that the information is required and Rogol Electric Company Ltd has been informed of the need to accommodate the employee's disability.

Rogol Electric Company Ltd currently accommodates the needs of its employees with disabilities as required under the Ontario Human Rights Code. Rogol Electric Company Ltd will develop individualized accommodation plans for its employees with disabilities, as Rogol Electric Company Ltd is made aware. The process by which Rogol Electric Company Ltd will consult, develop, determine, document, review and routinely update the individualized accommodation plan will be formalized.

Rogol Electric Company Ltd will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability related accommodations and support in order to return to work. The return to work process will clearly define and outline the steps Rogol Electric Company Ltd will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process.

f) **Communication** This policy will be communicated to all employees through our newsletter, website and/or email.

g) **Training** Employees and volunteers will receive training on this policy during orientation and on an ongoing basis when changes are made to these policies, practices and procedures.

All Updated with new legislative requirements from the AODA.