

## BLUEWATER POWER POLICIES AND PROCEDURES

<b>Number:</b> BPC - 014	<b>Date Issued:</b> June 23, 2011	<b>Date Revised:</b>
<b>Initiated by:</b> Human Resources	<b>Authorized by:</b> Cathy Campbell, Vice President, Human Resources	
<b>Approved by:</b> Janice McMichael-Dennis, President & Chief Executive Officer		
<b>Subject:</b> ACCESSIBILITY CUSTOMER SERVICE AND TRAINING PROTOCOL FOR PERSONS WITH DISABILITIES		

### PURPOSE

Under the Accessibility for Ontarians with Disabilities Act, 2005; all organizations that provide goods or services to the public or to third parties in Ontario must meet the legal requirements established by regulation. This policy establishes the accessibility standards for customer service for Bluewater Power and its affiliates, in accordance with Ontario Regulation 429/07.

### POLICY STATEMENT

Bluewater Power and its affiliates are committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Bluewater Power and its affiliates.

### APPLICATION

This Policy applies to all persons who deal with members of the public or third parties on behalf of Bluewater Power and its affiliates, whether the person does so as an employee, contractor, agent, volunteer or otherwise, and to those who participate in developing Bluewater Power and its affiliates' policies, practices and procedures governing the provision of goods and services to the public.

### GENERAL PRINCIPLES AND PRACTICES

Bluewater Power and its affiliates shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices:

#### I. Training

Bluewater Power and its affiliates will ensure that all persons to whom this Policy applies receive training as required by the Accessibility Standards for Customer Service. The training will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to Bluewater Power and its affiliates' policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Records shall be kept indicating the date and training provided, and the number of individuals to whom it was provided.

Training shall include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);

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- 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 support person;
- What to do if a person with a disability is having difficulty in accessing Bluewater Power and its affiliates' goods and service; and
- Bluewater Power and its affiliates' policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## II. 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 Bluewater Power and its affiliates' goods and services.

## III. Service Animals

Bluewater Power and its affiliates are committed to ensuring that a person with a disability who is accompanied by a service animal is permitted to enter the parts of our premises that are open to the public and other third parties with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, Bluewater Power and its affiliates shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's good or service. We will also ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

## IV. Support Persons

Bluewater Power and its affiliates are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Bluewater Power and its affiliates' 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 our premises. Bluewater Power and its affiliates may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

## V. Notice of Temporary Disruptions

Bluewater Power and its affiliates will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice shall be placed in a conspicuous place on the premises of the facility or by other reasonable methods, as appropriate.

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### VI. Feedback Process

The ultimate goal of Bluewater Power and its affiliates is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback may be provided on the accessibility of the provision of goods and services by Bluewater Power and its affiliates in the manner deemed most convenient to:

Krista Turnbull  
Client Services Supervisor  
855 Confederation Street,  
Sarnia, Ontario N7T 7L6  
Phone – 519-337-8201 ext. 229  
Fax – 519-344-7303  
Email – [emailus@bluewaterpower.com](mailto:emailus@bluewaterpower.com)

A feedback form can be obtained from Bluewater Power reception and from Bluewater Power's website ([www.bluewaterpower.com](http://www.bluewaterpower.com)) under Accessibility.

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