



**torbram electric supply**

## **Accessible Customer Service Policy**

---

### **Policy Statement**

This policy applies to all employees as well as volunteers, agents or contractors who act on behalf of or represent TES in any manner.

### **I - Purpose**

The aim of TES is to fully include individuals with disabilities and is dedicated to providing goods and services by eliminating barriers and improving accessibility. Our services will be delivered in a way that reflects the four guiding principles of the Accessibility for Ontarians with Disabilities Act, 2005. Dignity, independence, integration and equal opportunity will be considered at all times when providing our goods and services to individuals with disabilities. TES is also committed to ensuring that accessible goods and/or services are delivered in a timely manner, where reasonable accommodation can be made.

### **II - Providing goods and services to Persons with disabilities**

TES is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **Assistive devices**

TES is committed to providing customer service to persons with disabilities who use assistive devices. TES will ensure that employees are trained on how to use assistive devices available on our premises.

## **Communication**

TES will communicate with persons with disabilities in a way that takes into account their disability. We will train employees who communicate with individuals, whether in person, on the telephone or in writing, on how to interact and communicate with individuals who may have various types of disabilities.

TES provides a fully accessible telephone service to our customers and employees will be trained to communicate with customers slowly and in clear and plain language. We are able to communicate with customers in writing, by email, or the Relay Service if communication by a standard telephone is not suitable.

## **Billing**

In keeping with providing accessible customer service we are able to provide invoices in the following formats if requested: hard copy, large print, or e-mail. Customers who may have questions or concerns regarding their invoice may contact us in person, by telephone or e-mail.

## **IV - Use of service animals and support persons**

We are committed to welcoming service animals on our premises when used by the person for their disability. We reserve the right to ask for a letter from a doctor or a card from the Ministry of the Attorney General confirming that the animal is required for reasons relating to their disability. The animal must be kept with them in all areas of our premises that are open to the public.

Support persons will be allowed to enter TES' premises. An individual with a disability accompanied by a support person will never be prevented from having access to their support person while on our premises.

## **V - Notice of temporary disruption**

TES will place notice of disruptions at all public entrances and service counters when a planned or unexpected disruption in services or with the facilities. The reason for the disruption, duration, and a description of alternative facilities or services, if available, will be included in our notice.

## **VI - Training for employees**

We are committed to train all employees, agents, volunteers and third parties who represent TES.

Training will be provided to new employees during the orientation period.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the customer service standard
- How we will interact and communicate with people with various types of disabilities
- How we will interact with persons 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 accessing TES' goods and services
- How customers can provide feedback
- Applicable employees will be trained on accessibility policies, practices and procedures
- Employees will also be trained when changes are made to the policies, practices and procedures.

## **VII - Feedback Process**

Our expectation of all who represent TES is to meet and surpass customer expectations while serving customers with disabilities. TES welcomes comments regarding how well we have provided service.

TES accepts feedback by e-mail, verbally or by completing a feedback form. Our feedback form can be found on our website. Customers may also request a copy in person, over the telephone or by email. All feedback will be directed to Human Resources and a response will be provided no later than 3 days. In the event that an issue requires more time the customer will be kept up to date during the investigation process