

Document number:	CORP-SOP025			Version:	2	Page 1 of 5
Owner:	Corporate		Released	2019-01-28	Last Reviewed:	2025-12-01

1. PURPOSE

All goods and services provided by OE Utility Services (OE or the Company) will follow the principles of dignity, independence, integration, and equal opportunity.

This policy meets the requirements of the customer service standards included in the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

2. DEFINITIONS:

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank, and that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Disability: As defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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 impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or 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.

Guide dog: A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Service animal: A service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:

Document number:		CORP-SOP025		Version:	2	Page 2 of 5
Owner:	Corporate	Released	2019-01-28	Last Reviewed:	2025-12-01	

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

3. THE PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES

OE will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a health and safety risk
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner
- Taking into account individual accommodation needs when providing goods and services, and
- Communicating in a manner that takes into account the customer's disability.

4. THE USE OF ASSISTIVE DEVICES

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the company.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank might involve ensuring the customer is in a location that would be considered safe for both the customer and business.

Alternatively, where elevators are not present and where a customer requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the

Document number:	CORP-SOP025			Version:	2	Page 3 of 5
Owner:	Corporate	Released	2019-01-28	Last Reviewed:	2025-12-01	

customer.

5. GUIDE DOGS AND SERVICE ANIMALS

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to the company premises.

Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

Recognizing a Guide Dog or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, OE may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times. Where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises.

Allergies and Other Health and Safety Concerns

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, service will be provided in a location that meets the needs of the customer.

6. THE USE OF SUPPORT PERSONS

If a customer with a disability is accompanied by a support person, OE will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

7. NOTICE OF DISRUPTIONS IN SERVICE

Service disruptions may occur for reasons that may or may not be within the control or knowledge of OE. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Document number:	CORP-SOP025		Version:	2	Page 4 of 5
Owner:	Corporate	Released	2019-01-28	Last Reviewed:	2025-12-01

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

When disruptions occur, OE will provide notice by:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on the company website,
- Advising customers either upon or prior to their arrival,
- By any other method that may be reasonable under the circumstances.

8. TRAINING

Training will be provided to:

- Every employee of OE;
- Every person who participates in developing the policies of OE; and
- Every other person who provides goods, services, or facilities on behalf of OE.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a guide dog or other service animal; or
 - Require the use of a support person (including the handling of admission fees where applicable);
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Document number:		CORP-SOP025		Version:	2	Page 5 of 5
Owner:	Corporate	Released	2019-01-28	Last Reviewed:	2025-12-01	

Training Schedule

OE will provide training as soon as practicable. Training will be provided to new employees, agents, and contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

Record of Training

OE will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

9. NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS TO CUSTOMERS

OE shall notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by OE, the website of OE, and any other reasonable method.

10. ADMINISTRATION

If you have any questions or concerns about this policy or its related procedures, please contact Human Resources, 416-749-0005.

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.

REVISION HISTORY

Ver No.	Reason for Revision	Developed By	Checked By	Approval By
1	First Release	G. Meade	B. Wood	B. Wood
2	Branding update and content review	L. Lachance	N. Chapman	N. Chapman