



Accessibility Policy

Purpose

Enercare strives at all times to provide products, services and facilities in a way that respects the dignity and independence of persons with disabilities. This policy and its procedures address the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Policy

Enercare is committed to removing any barriers that may prevent people with disabilities from accessing the organization's goods, services and facilities. Enercare will ensure that its office buildings are barrier free and information is communicated in an accessible format. Enercare is also committed to ensuring equal access and participation for people with disabilities in its workforce.

Scope

This policy applies to all Enercare customers and employees, contractors, vendors and any third party relationships that are in contact with Enercare's customers in Ontario. It also applies to all Enercare office buildings located in Ontario.

Definitions

- "Enercare" refers to Enercare Inc. and all of its subsidiaries and affiliates.
- "Disability" is defined as 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 appliances or device; a condition of mental impairment or a developmental disability; a learning disability, or a 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.
- "Assistive Devices" are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).
- "Support Persons" are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help

with communications, personal care or medical needs, or with access to goods or services.

- “Service Animals” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Customer Service Standards

Enercare is committed to excellence in serving all customers, including people with disabilities and will carry out functions and responsibilities in the following areas:

(a) Communication

Enercare will communicate with people with disabilities in ways that take into account their disability. Staff who communicate with customers will be trained how to interact and communicate with people with various types of disabilities.

(b) Telephone Services

Enercare is committed to providing fully accessible telephone service to customers. Employees who communicate with customers over the telephone will be trained to speak clearly and slowly and in plain language. Staff will offer to communicate with customers by e-mail or TTY relay services if telephone communication is not suitable to their communication needs or is not available.

(c) Assistive Devices

Enercare is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from its goods and services. Enercare will ensure that staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing its goods or services.

(d) Billing

Enercare is committed to providing accessible invoices to all customers. For this reason, invoices will be provided in alternative methods upon request and staff will answer any questions customers may have about the content of the invoice by telephone or e-mail.

(e) Use of Support Persons and Service Animals

Enercare is committed to welcoming people with disabilities who are accompanied by a support person or a service animal into an Enercare office building. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person or service animal while on the premises.

(f) Notice of Temporary Disruption

Enercare's office buildings that are open to customers have the following facilities for customers with disabilities:

- Elevator;
- Front entrance ramp;
- Powered door operator; and
- Wheelchair accessible bathrooms.

In the event of a planned or unexpected disruption to those building's facilities for customers with disabilities, Enercare will notify customers promptly. This clearly posted notice will include:

- Reason for the disruption;
- Anticipated length of time of the disruption; and
- Description of alternative facilities or services, if available.

The notice will be posted on the front entrance doorway and at the front reception desk, if applicable.

Information and Communication Standards

Enercare is committed to meeting the communication needs of people with disabilities. When asked, Enercare will consult with people with disabilities to determine their information and communication needs and will provide materials in accessible formats, as needed and on a timely basis. This includes publicly available information about our goods, services and facilities, including our website.

Employment Standards

Enercare will notify employees, potential hires and the public that accommodations can be made during Enercare's recruitment and hiring process. We will notify employees that supports are available for those with disabilities and will develop individual accommodation plans for employees who request them. Our employee communications, return to work process, performance management, career development and redeployment processes take into account the accessibility needs of our employees.

Where needed, Enercare will also provide customized emergency information to help an employee with a disability during an emergency.

Training

Enercare will ensure training is provided to every employee, contractor, vendor, policy developer and any other person who provides goods, services and/or facilities to customers on behalf of Enercare.

The training will be provided within 3 months of such a person obtaining a role that provides goods, services and facilities to Enercare customers and also when any significant changes are made to this Policy. Enercare and/or its vendors, as applicable, will maintain accurate records of training delivered.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its Regulation(s) as well as other applicable laws such as human rights legislation.
- Enercare's Accessibility Policy.
- 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.
- Overview of accessible features at Enercare's offices (for example, elevators, powered door at the front entrance and accessible washrooms).
- What to do if a person with a disability is having difficulty in accessing Enercare's goods and services.

Feedback

The goal of this policy is to meet service delivery expectations while serving customers with disabilities and the accessibility needs of our workforce. Comments of how well those expectations are being met are welcome and appreciated. Customers who wish to provide feedback on the way Enercare provides goods and services to people with disabilities can do so by e-mail to accessibility@enercare.ca. If email is not a suitable method to provide feedback, customers may request another method. All feedback will be directed to the appropriate department to investigate and a written response will be provided within 15 business days. Employees who wish to provide feedback or seek assistance should contact their manager or HR representative. Any complaints will be addressed according to Enercare's regular complaint management process.

Modifications to Policies

Any policy of Enercare that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions

Questions regarding this policy should be directed to accessibility@enercare.ca

Last Revised as of: July 1, 2016