



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

#### **Intent**

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Town of Cobourg Holdings Inc. and all subsidiary companies shall follow the principles of dignity, independence, integration and equal opportunity. Lakefront Utility Services Inc. will be referenced throughout this policy as it is the company that our services are delivered through.

#### **Scope**

- a) This policy applies to the provision of goods and services at premises owned and operated by Lakefront Utility Services Inc.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Lakefront Utility Services Inc., including when the provision of goods and services occurs off the premises of Lakefront Utility Services Inc. such as in: delivery services, vendors, drivers, and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Lakefront Utility Services Inc.
- d) This policy shall also apply to all persons who participate in the development of the Lakefront Utility Services Inc.'s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

#### **Definitions**

Assistive Device – is 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 that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

- 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;
- 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 – is 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 designated regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability.

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, services, and facilities



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

#### **General Principles**

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

#### **A. The Provision of Goods and Services to Persons with Disabilities**

Lakefront Utility Services Inc. 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 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 needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

Upon request, the company provides a person with a disability with a copy of this policy, or the information contained within it, in a format that meets their accessibility needs. Requests should be directed to the Billing and Customer Service Supervisor.

#### **B. Assistive Devices**

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Lakefront Utility Services Inc.

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.



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

#### **C. Guide Dogs and Service Animals**

A customer with a disability that is accompanied by guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

If a guide dog, service animal or service dog is excluded by law, Lakefront Utility Services Inc. will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

The customer who is accompanied by a guide dog or service animal is responsible for maintaining control of the animal at all times. If 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, this should be reported to the Billing and Customer Service Supervisor who may ask them to remove their service animal from the premises.

#### **Allergies:**

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Lakefront Utility Services Inc. will make all reasonable efforts to meet the needs of all individuals.

#### **D. Support Persons**

If a customer with a disability is accompanied by a support person, Lakefront Utility Services Inc. will ensure that both persons are allowed to 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 Lakefront Utility Services Inc. will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

#### **E. Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Lakefront Utility Services Inc. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Lakefront Utility Services Inc.'s 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.

#### **Notifications will include:**

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

- services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

#### **Notifications Options:**

When disruptions occur Lakefront Utility Services Inc. will provide notice by:

- delivering notices to the affected locations and/or on the Lakefront Utility Services Inc. website;
- contacting customers with appointments;
- verbally notifying customers when they are making an appointment; or
- by any other method that may be reasonable under the circumstances.

#### **F. Feedback Process**

Lakefront Utility Services Inc. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the company website or will be available from the office upon request. Feedback forms along with alternate methods of providing feedback such as verbally, in person or by telephone or written, will be available upon request.

#### **Submitting Feedback:**

Customers can submit feedback to:



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

#### **Billing & Customer Service Supervisor**

905-372-2193 ext. 5256  
207 Division Street, Box 577  
Cobourg, ON K9A 4L3  
lusi@lusi.on.ca  
www.lakefrontutilities.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Lakefront Utility Services Inc. employee and must be forwarded to the Customer Service Supervisor.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

#### **G. Training**

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Lakefront Utility Services Inc.; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

#### **Training Provisions:**

As reflected in *Ontario Regulation 429/07*, 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 *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- 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, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Lakefront Utility Services Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

#### Training Schedule:

Lakefront Utility Services Inc. will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

#### Record of Training:

Lakefront Utility Services Inc. will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

#### Notice of Availability and Format of Documents

Lakefront Utility Services Inc. shall notify customers that the documents related to the *Accessibility Standard for Customer Service* 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 Lakefront Utility Services Inc., the Lakefront Utility Services Inc.'s website and/or any other reasonable method.

### **Administration**

If you have any questions or concerns about this policy or its related procedures, please contact:

#### **Billing and Customer Service Supervisor**

905-372-2193  
207 Division Street, Box 577  
Cobourg, ON K9A 4L3  
lusi@lusi.on.ca  
www.lakefrontutilities.com

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

#### **Referenced Documents:**



**Lakefront  
Utility  
Services  
Inc.**

## **HUMAN RESOURCES PRACTICES**

PRACTICE: HR-16  
APPROVED: 12/02/2011  
EFFECTIVE: 12/02/2011  
SUPERSEDES: N/A  
REVIEWED: 09/09/2023

### **Accessible Customer Service Policy**

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990