



1867 Ashburnham Drive
PO Box 4125, Station Main
Peterborough ON K9J 6Z5
(705) 748-9300

PUG POLICY

Name of Policy: Accessible Customer Service		Responsible Department: Human Resources & Safety
Date Established: December 8, 2011	Approval Date: April 2, 2020	Next Review Date: April 2023

1. Purpose and Scope

a) Purpose

The Peterborough Utilities Group (PUG) is committed to providing its services in a way that respects the dignity and independence of all customers. We are committed to providing people with disabilities equal opportunity to access our services and allow them to benefit from the same services in a similar way as other customers.

b) Scope

This policy applies to the Peterborough Utilities Group consisting of City of Peterborough Holdings Inc. ("COPHI"), and its subsidiary companies including, Peterborough Distribution Inc. ("PDI"), Peterborough Utilities Inc. ("PUI"), Peterborough Utilities Services Inc. ("PUSI"), PUG Services Corp ("PUGSC"). It also applies to the Peterborough Utilities Commission ("PUC"). For the purpose of this policy the named entities in this scope paragraph are collectively referred to as the "PUG".

2. Definitions

Not applicable

3. Roles and Responsibilities

Employees: Participate in training provided by the Company and treat all customers and members of the public respectfully. Respond to requests for accessible formats of communications and or escalate to supervisor if request is beyond what is readily available.

Supervisors and managers: Ensure employees within their departments receive applicable training and resolve any accessible communications or access to information referred by staff members.

Human Resources: Prepare and provide on line or in class training for all employees and track completion of training.

4. Application

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

4.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

4.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by other means of communication that apply, (e.g. email, text, web portal, chat etc.) if telephone communication is not suitable to their communication needs or is not available.

4.3 Assistive devices

PUG will permit a person with a disability to use assistive devices to obtain, use or benefit from services provided by PUG. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

4.4 Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

PUG may request documentation from a health care practitioner if it is not readily apparent that a person uses an animal for reasons related to their disability. Alternate service options will be offered where service animals are restricted by law or in the case of an allergic reaction from a member of the public or staff.

4.5 Use of support persons

We 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 PUG's 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.

Fees will not be charged for support persons for admission to the Riverview Park & Zoo train ride. Customers will be informed of this by a notice that will be posted on PUG's web site.

4.6 Notice of temporary disruption

PUG will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services that could affect 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. Notices will be posted on the web site using the *Notice of Temporary Service Disruption* form. (Appendix B)

5. Applicable Legislation / Reference

Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Accessibility Standards for Customer Service (Ontario Regulation 429/07)

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm

6. Training and Compliance

6.1 Accessible Customer Service Training

PUG will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures within the first month of commencing their duties. Training records will be maintained.

All applicable employees will receive training that includes the following:

- A review of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- What to do if a person with a disability is having difficulty in accessing PUG services
- PUG's policies, practices and procedures relating to the customer service standard.

The Director, Human Resources & Safety is responsible for completing and submitting all government reporting for compliance.

6.2 Feedback process

PUG welcomes feedback from the public about the delivery of services to people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

A Customer Feedback Form is available (Appendix A) to be used if desired.

Feedback regarding the way PUG provides services to people with disabilities can be made by contacting the Director, Customer & Corporate Services using one of the following methods:

P.O. Box 4125, Peterborough, ON K9J 6Z5
Telephone: 705-748-9301 ext. 1222
Email: info@peterboroughutilities.ca

PUG will assess whether a response to feedback is necessary and if so, ensure a response is provided.

6.3 Modifications to this or other policies

PUG is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of PUG that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

7. Appendix / Related Documents / Links

- A. Customer Feed Back Form
- B. Notice of Temporary Service Disruption Form