

Accessible Customer Service Policy

Policy Effective Date January 1, 2020



Purpose

This policy has been adopted by T2ue for the purpose of compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* and Ontario Regulation 191/11: *Integrated Accessibility Standards*.

Policy Statement

T2ue strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

Policy

Providing Goods and Services to People with Disabilities

T2ue 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:

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.

Telephone Service:

- 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 e-mail if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices:

- We are committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our services.
- 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 goods and services.

Billing:

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and e-mail.
- We will answer any questions the customer may have about the invoice in person, by telephone or by

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Policies Created by HR

Policies Approved by: HR and Legal

e-mail.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal or support person. Any person with a disability who is accompanied by a support person will be allowed to enter T2ue's offices with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while in our offices. Fees will not be charged for support persons for admission to T2ue's offices.

Notice of Temporary Disruption

T2ue will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by 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. The notice will be placed at all public entrances in our offices.

Training for Staff

T2ue will provide training to all employees who may deal with the public or other third parties in Ontario, and all those who are involved in the development or approval of customer service policies, practices and procedures. All T2ue employees who are based in Ontario will receive this training. New staff members will be required to take the training as part of the orientation process.

Training will include the following:

- The purposes 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 support person.
- What to do if a person with a disability is having difficulty in accessing T2ue's services.
- T2ue's policies, practices and procedures relating to the customer service standard.

Staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff also will be trained on an ongoing basis when changes are made to these policies, practices and procedures

Feedback Process

The ultimate goal of T2ue is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way T2ue provides services to people with disabilities can be made by:

- **Email:** info@t2ue.com

- **Telephone:** 1-855-222-T2UE (1-855-222-8283) and asking to be transferred to the Human Resources department
- **In writing:**
T2 Utility Engineers
Attn: President
330 Taunton Road East, C-04
Whitby, ON L1R 0H4
- **In person:** to the President or a representative of Human Resources
- Or by any other form of communication that takes into account the persons' disability.

All feedback will be directed to the President or Human Resources. Customers can expect to hear back within 15 days of T2ue's receipt of the feedback. Any complaints will be addressed promptly.

Modification to this or Other Policies

We are 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. We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Questions about this Policy

This policy exists to provide service excellence to customers with disabilities. If you have questions about accessibility at T2ue, or to request a copy of this policy in an accessible format, please email info@t2ue.com or call 1-855-222-T2UE (1-855-222-8283) and ask to be transferred to the Human Resources department.