



BRANTFORD POWER INC.

POLICY #: 23
SUBJECT: ACCESSIBILITY
DATE ADOPTED: June 24, 2015
DATE REVISED:

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Purpose and Objective

The objective of this policy is to ensure the delivery of Brantford Power services to persons with disabilities meets the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 and the regulations thereunder, including the Accessibility Standards for Customer Service, O. Reg. 429/07, and the Integrated Accessibility Standards, O. Reg. 191/11.

1.0 Policy Statement

Brantford Power will use reasonable efforts to ensure that its policies, practices and procedures promote accessibility and reflect the principles of independence, integration, dignity and equal opportunity.

The Customer Service and Integrated Accessibility Standards require Brantford Power, including volunteers and third parties acting on behalf of Brantford Power, to establish policies, practices and procedures governing the provision of goods and service to persons with disabilities.

The requirements in this policy are not a replacement or a substitution for the requirements established under the Ontario Human Rights Code nor does this policy limit any obligations owed to persons with Disabilities under any other legislation.

2.0 Statement of Organizational Commitment

Brantford Power values the contributions and participation of all citizens. To facilitate this involvement, Brantford Power is committed to providing goods and services that are accessible to all, and available in a timely manner that respects their dignity and independence while providing for integration and equality of opportunity for all people, regardless of ability.

Brantford Power is committed to preventing and removing barriers to accessibility.

Brantford Power will consider accessibility if or when designing; procuring or acquiring self-serve kiosks to better serve persons with disabilities.

Brantford Power policies, procedures will take into consideration all the use of assistive devices and will ensure that all citizens have the same ability to obtain, use or benefit from goods and services and provide measures to enable them to do so.

Brantford Power will ensure that each person's individual needs are taken into account when communicating with persons with disabilities.

Brantford Power will continue to ensure a process is available for receiving and responding to feedback that is accessible to persons with disabilities by providing, or arranging for accessible formats and communication supports upon request.

Brantford Power will welcome support persons who accompany persons with a disability.

Brantford Power welcomes people with disabilities and their service animals to Brantford Power's premises which are open to the public.

Brantford Power will provide notice to citizens when access to services and facilities are temporarily disrupted.

Brantford Power is dedicated to providing equal opportunity employment to all people and will take into account the accommodations for applicants and employees with disabilities.

Brantford Power will maintain an accessible process for receiving and tracking feedback.

Brantford Power will ensure that training is provided on the requirements of the Accessibility for Ontarians with Disabilities Act, Accessibility Standards and on the Ontario Human Rights Code as it pertains to persons with disabilities to all its employees and volunteers and all persons who participate in developing Brantford Power policies. All other persons who provide goods, services or facilities on behalf of the company will be required to provide proof of adequate training.

Dated: June 24, 2015

Paul Kwasnik
President and CEO

Scott Saint
Board Chair