



Customer Service Standard Policy

PURPOSE

The purpose of this Customer Service Standard Policy is to fulfill the requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to establish a policy for Lineman's Testing Laboratories of Canada ("LTL") that governs the provision of its goods and services to persons with disabilities.

Lineman's Testing Laboratories of Canada is committed to providing accessible service for its customers. Goods and Services will be provided in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities will be integrated whenever possible. Persons with disabilities will be given an equal opportunity to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Lineman's Testing Laboratories of Canada.

SCOPE

- a) This policy applies to the provision of goods and services at premises owned and operated by Lineman's Testing Laboratories of Canada.
- b) This policy applies to all employees and contractors hired by LTL or other third parties that act on behalf of the Company and who deal with the public including when the provision of goods and services occurs off the premises of Lineman's Testing Laboratories of Canada.
- 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 takes place at premises owned and operated by Lineman's Testing Laboratories of Canada.
- d) This policy shall also apply to all persons who participate in the development of LTL's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

CORE PRINCIPLES OF AODA

Dignity – service that is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Independence – allowing a person with a disability to do things on their own without unnecessary help or interference from others.

Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

Equal Opportunity – people with disabilities have an opportunity equal to that given to others to access your goods or services

DEFINITIONS

Accessible refers to the delivery of a good or service that is presented in a manner that is easily understood or appreciated and is easy to get at and/or reached and/or obtained.

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:

- 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 – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability. The work or service performed by the animal must be directly related to the handler's disability, or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care, medical needs or access to goods and services.

PROCEDURES

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation*, this policy addresses the provision of goods and services to persons with disabilities and includes the following:

- A. The Use of Assistive Devices
- B. The Use of Guide Dogs, Service Animals and Service Dogs
- C. The Use of Support Persons
- D. Notice of Service Disruptions
- E. Customer Feedback

- F. Training
- G. Notice of Availability and Format of Required Documents

Lineman's Testing Laboratories of Canada 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;
- communicating in a manner and method that takes into account the customer's disability, and

A. **Assistive Devices**

These include but are not limited to

- Canes, white canes
- Wheelchairs
- Magnification Devices
- Communication Boards
- Relay Service
- Oxygen Tank
- Hearing Aid
- Teletypewriter (TTY)

Customer's own assistive device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Lineman's Testing Laboratories of Canada.

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. For example, 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.

B. **Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Recognizing a Guide Dog, Service Dog and/or Service Animal

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Rexel Canada Electrical Inc. may request verification from the customer.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

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

C. Support Persons

If a customer with a disability is accompanied by a support person, Lineman's Testing Laboratories 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 may prevent the customer and support person from sitting/standing beside each other. In these situations, Lineman's Testing Laboratories of Canada 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.

D. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Lineman's Testing Laboratories of Canada. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use LTL'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:

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

When disruptions occur, Lineman's Testing Laboratories of Canada will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Rexel Canada Electrical Inc. website;

If disruption will be known in advance, LTL will

- contact customers if they were expected to be at a specific location e.g. for a pickup
- verbally notifying customers when they last visit the location
- by any other methods that may be reasonable under the circumstances.

E. Feedback Process

Lineman's Testing Laboratories of Canada shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Feedback can be provided by using the Customer Feedback Form or verbally communicating to a staff member or by telephone or by fax or via email. The Customer Feedback form is also accessible by clicking on **Policy** located in the footer of the following websites:

Submitting Feedback

Customers can submit feedback to:

Vivianne Ponce
 Human Resources Business Partner
 LINEMAN'S TESTING LABORATORIES OF CANADA
 46 Meridian Road, Toronto, ON M9W 4Z7
 Telephone: (416) 742-6911 Ext. 175
 Fax: (416) 748-0290
 Email: vdpp@ltl.ca

Customers who wish to provide feedback can do so by completing an onsite customer feedback form or verbally communicating to a Lineman's Testing Laboratories of Canada employee or may contact the individual named above.

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

F. Training

Training will be provided to:

- a) all employees and contractors hired by LTL or other third parties that act on behalf of the Company and who deal with the public
- 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 include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Instructions on how to interact and communicate with people with various types of disabilities including
 - 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 devices.
 - Instructions on what to do if a person with a disability is having difficulty accessing the Company's goods and services.

Training Schedule

Lineman's Testing Laboratories of Canada will provide training as soon as practicable. Training will be provided to new employees and contractors hired by LTL or other third parties that act on behalf of the Company and 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

Lineman's Testing Laboratories of Canada will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

G. Notice of Availability and Format of Required Documents

Lineman's Testing Laboratories of Canada 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.

Administration

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

Vivianne Ponce
Human Resources Business Partner
LINEMAN'S TESTING LABORATORIES OF CANADA
46 Meridian Road, Toronto, ON M9W 4Z7
Telephone: (416) 742-6911 Ext. 175
Fax: (416) 748-0290
Email: vdpp@ltl.ca

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

Referenced Documents

- 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
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990