

## ACCESSIBLE CUSTOMER SERVICE POLICY

### PURPOSE

PWRDF will provide services in a manner which is accessible to persons of all abilities.

### APPLICATION

This policy applies to all directors, members, employees, and agents of PWRDF in every part of Canada.

While this policy fulfills the requirements set out in Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 429/07 it is applicable for all PWRDF directors, members, employees, and agents and activities in every province and territory.

### POLICY

PWRDF will make every effort to

- communicate with people in ways which take into account their disability
- serve and accommodate persons with disabilities who use assistive devices
- allow persons with disabilities to be accompanied by their service animal unless the animal is excluded by law
- allow persons with disabilities to be accompanied by a support person
- provide accommodation for meetings which is accessible to all
- ensure that employees are able to use any assistive devices available at PWRDF offices that might be of use to persons with disabilities when accessing PWRDF services
- notify persons with disabilities if for any reason appropriate services which they need will be disrupted and make alternate arrangements

### EXCLUSION

This Accessible Customer Service Policy will not apply during any period where PWRDF has declared a "state of emergency" as defined under the Emergency Management Act (Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9)

### DEFINITIONS

For the purpose of this policy the definitions are as follows

**Assistive Device** any auxiliary aid such as communication aids, cognitive aids, personal mobility aids and medical aids (crutches, canes, wheelchairs and hearing aids)

**Disabilities** as listed in the Ontario Human Rights Code (Human Rights Code, R.S.O. 1990, c. H.19)

**Persons with disabilities** individuals who are afflicted with a disability as defined under the Ontario Human Rights Code

**Service Animals** any animal individually trained to do work or perform tasks for the benefit of a person with a disability

**Support Persons** any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, personal care, medical needs or with access to goods and services

**AMENDMENT**

This policy may be amended by the PWRDF Board.

**Approval Date:** May 2012

**Review Date:** October 2015

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