

Ontario Energy Board

Customer Service Accessibility Policy

Section 1: Purpose and Application of the Policy

- 1.1 The Board is committed to providing its services in a way that respects the dignity and independence of people with disabilities. The Board is also committed to giving people with disabilities the same opportunity to access the Board's services and benefit from the Board's services in the same place and in a similar manner as other stakeholders or members of the public.
- 1.2 The Customer Service Accessibility Policy (the "Policy") applies to all Commissioner and employees (whether full-time, part-time, or temporary). All Commissioner and employees are responsible for familiarizing themselves with the Policy and for upholding and abiding by the Policy.

2. Services

- 2.1 Commissioner and employees will communicate with people with disabilities in ways that take into account the person's disability. Possible methods of communication include: in person; telephone; email; letter; or fax.
- 2.2 The Board will allow people with disabilities to use assistive devices on the Board's premises. The areas of the Board that are open to the public are accessible to persons who require the use of assistive devices such as wheelchairs, scooters, or walkers.
- 2.3 If a person with disability is accompanied by a guide dog or other service animal, that person may bring their guide dog or other service animal with them into any area of the Board that is open to the public or third parties.
- 2.4 If a guide dog or other service animal is excluded by law from entering the Board's premises, options for alternative methods of service will be provided to the person with a disability.
- 2.5 If a person with disability is accompanied by a support person, that person may bring their support person with them into any area of the Board that is open to the public or third parties. 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 the Board's premises.
- 2.6 If the Board believes that a support person is necessary in order to protect the health or safety of a person with a disability or the health and safety of others on the Board's

premises, the Board may require a person with a disability to be accompanied by a support person.

3. Notice of Temporary Disruptions

- 3.1 In the event of a planned or unexpected disruption to the facilities or services usually used by people with disabilities, the Board will provide stakeholders and other members of the public with notice of the planned or unexpected disruption.
- 3.2 The notice will include information about the reason for the disruption, the anticipated duration of the disruption, and a description of alternative facilities or services, if available.
- 3.3 The notice will be placed at all public entrances to the Board, posted on the Board's website (if available), and a message will be included on the Consumer Relations Centre's interactive voice response system (if available).

4. Training for Commissioner and Employees

- 4.1 The Board will train Commissioner and employees on:
 - (a) the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
 - (b) how to interact and communicate with people with various types of disabilities, including how to interact with people who are accompanied by a guide dog, other service animal, and/or support person;
 - (c) how to use equipment or devices available at the Board's premises that may help with the provision of service to a person with a disability;
 - (d) what to do if the person with a disability is having difficulty in accessing the Board's services; and
 - (e) the requirements of this Policy.
- 4.2 Commissioner and employees will also be trained on an ongoing basis as required (e.g., whenever changes are made to this Policy).

5. Feedback Process

- 5.1 The Board welcomes feedback regarding the manner in which the Board provides its services to people with disabilities.
- 5.2 Feedback can be provided in a number of ways including in person, telephone, email, letter, or fax. Contact information for the Board can be found at <https://www.oeb.ca/contact-ontario-energy-board>. The Board will review and consider all feedback it receives in relation to the manner in which it provides services to people with disabilities. If the feedback includes items or issues that require a response from the

Board (including complaints), the Board will respond to the person in accordance with the Board's normal enquiry or complaints processes.

- 5.3 If a person has a question about this Policy or would like to receive a copy of this Policy (including receiving a copy in an alternate format), please contact the Board at <https://www.oeb.ca/contact-ontario-energy-board>.