



CUSTOMER SERVICE POLICY

**Requirement of the
Accessibility for Ontarians with Disabilities Act, 2005**

Accessibility Standards for Customer Service O. Reg. 429/07

POLICY: UPI Energy LP (“UPI”) is committed, to the best of its ability, to providing its goods and services in an accessible manner for persons with disabilities. UPI recognizes the diverse needs of all customers and strives to provide goods and services that are accessible to all.

UPI will promote accessibility through policies, procedures and practices governing the provision of its goods and services to people with disabilities. UPI will make reasonable efforts to ensure that the policies, procedures and practices address integration, independence, dignity and equal opportunity.

PURPOSE: The purpose of this policy is to address the accessibility requirements of Ontario Regulation 429/07, Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

PRINCIPLES: Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from UPI’s goods and services;
- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- Communications with a person with a disability are conducted in a manner that takes the person’s disability into account;
- Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access UPI’s goods and services and facilities.

DEFINITIONS: **Assistive Device:** Is an auxiliary aid such as technical aids, communication aids, cognitive aids (reading, listening, talking aids), personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, hearing aids, etc.) that is used to increase, maintain or improve the functional abilities of people with disabilities to access and benefit from the goods and services offered by UPI.

Barrier: As defined by the Accessibility for Ontarians with Disabilities Act, 2005, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

Disability: As defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, is:

- 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, 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 a 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.

Person with Disabilities: Shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

Service Animals: For the purpose of this policy is defined as an animal in service 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; 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.

Support Persons: For the purpose of this policy shall mean any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

PROCEDURES:

Assistive Devices: The use of assistive devices by persons with disabilities to obtain, use or benefit from UPI's goods or services will be recognized. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service Animals: Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises of UPI, when accessing goods or services provided by UPI.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

Support Persons: Persons with disabilities are permitted to be accompanied by their support person in areas/premises of UPI, when accessing goods and services provided by UPI.

Notice of Temporary Disruption: UPI will, to the best of its ability, provide customers with notice in the event of a planned or unexpected disruption in access to its 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 any alternate facilities or services, if available. The notice will normally be posted on the premises, where appropriate in the circumstances.

Training: UPI will provide training to applicable staff about the provisions of goods and services to persons with disabilities and those involved in the development and approvals of customer service policies, practices and procedures.

The training will include, but is not limited to:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Ontario Regulation 429/07 Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, or other service animal or the assistance of a support person;
- What to do if a person with a disability is having difficulty accessing UPI's goods and services;
- UPI's policies, practices and procedures relating to the customer service standard.

Feedback Process: UPI will endeavour to meet the expectations of people with disabilities who use our goods and services. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way we provide goods and services to people with disabilities may be made in person, by telephone, in writing, by fax or by email. If one of these methods is not suitable a customer may request another method. UPI will attempt to the best of its ability to honour the request.

All feedback should be made to:

- By Mail: UPI Energy LP, 105 Silvercreek Parkway North, Suite 200, Guelph, Ontario, N1H 8M1
- By Phone: 519-821-2667 or Toll Free 1-800-396-2667
- By TTY (Bell Relay Service): 1-800-855-0511
- By Fax: 519-821-1333
- Through our website: www.upienergylp.com
- By Email: hr@upi.on.ca

Modification To This Or Other Policies: UPI is committed to delivering goods and services in a way that respects and promotes the dignity and independence of all people with disabilities. Therefore, any changes to how UPI delivers its goods and services will be made with regard to the potential impact on accessibility for people with disabilities.

Questions About This Policy: This Policy is implemented to assist in achieving a high level of service to customers with disabilities. Questions about this Policy may be forwarded by contacting us by one of the means outlined in the Feedback Process section of this Policy.

**REFERENCE
LINKS:**

1. **Accessibility Standards for Customer Service, Ontario Reg. 429/07**
www.e-laws.gov.on.ca
2. **Accessibility for Ontarians with Disabilities Act, 2005**
www.e-laws.gov.on.ca
3. **Ministry of Community and Social Services**
www.mcsc.gov.on.ca
4. **AccessON**
www.accesson.ca
5. **Ontario Human Rights Commission**
www.ohrc.on.ca