

TABLE OF CONTENTS

TABLE OF CONTENTS	2
1.0 PURPOSE	3
2.0 SCOPE	3
3.0 DEFINITIONS	3
4.0 RESPONSIBILITIES	3
5.0 REQUIREMENTS AND GUIDELINES	4
5.1 Hydro One Sault Ste. Marie’s Commitment	4
5.2 Providing Goods and Services to Affected person(s)	4
5.3 Training	5
5.4 Feedback Process	5
5.5 Notice of Availability of Documents	6
6.0 RECORDS MANAGEMENT	6
6.1 Form	6
6.2 Related Documentation	6
6.3 Records	6

1.0 PURPOSE

The purpose of this policy is to ensure accessibility for persons with disabilities (hereinafter referred to as “affected persons”) by identifying, removing and preventing barriers that may interfere with their ability to obtain goods and services provided by Hydro One Sault Ste. Marie (Hydro One SSM).

This policy applies to all Hydro One SSM employees and contractors (including service providers).

2.0 SCOPE

The Accessibility for Ontarians with Disabilities Act (2005) (AODA) requires that all service providers remove barriers faced by people with disabilities. The purpose of the AODA is to move organizations in Ontario forward on accessibility with the long term goal of a barrier-free Ontario by 2025. The Act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life.

This Policy describes how Hydro One SSM achieves the accessibility requirements set out in Part IV.2 of the Regulation which deals with customer service standards.

3.0 DEFINITIONS

<i>Disability</i>	Means, <ul style="list-style-type: none">o 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 deviceo A condition of mental impairment or a developmental disability,o A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken languageo A mental disorder, oro An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act 1997.
<i>Hydro One SSM</i>	Refers to Hydro One Sault Ste. Marie LP
<i>Regulation</i>	Means Ontario Regulation 191/11, Integrated Accessibility Standards enacted under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> .

4.0 RESPONSIBILITIES

The General Manager or his/her Delegate is responsible for implementing and maintaining this procedure. Managers, Employees, Contractors and Subcontractors also have responsibilities outlined in this procedure.

5.0 REQUIREMENTS AND GUIDELINES

5.1 Hydro One Sault Ste. Marie's Commitment

Hydro One SSM is committed to providing excellent customer service. We strive at all times to provide our goods and services in a way that respects the dignity and independence of affected persons and that gives affected persons an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities it provides. The provision of goods or services to affected persons and others will be integrated unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

5.2 Providing Goods and Services to Affected person(s)

Hydro One SSM is committed to excellence in serving all customers, including affected persons, by removing barriers that might arise in the course of doing business as follows:

5.2.1 Communication:

We will communicate with affected persons in a manner that takes into account their disability.

5.2.2 Assistive Devices:

A person with a disability will be permitted to obtain, use or benefit from our goods, services or facilities through the use of their own assistive devices. 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.

If we determine that the assistive device may pose a risk to the health and safety of a person with a disability or others on our premises, Hydro One SSM will offer the person other reasonable measures, to assist the person where such other measures are available. The other measures will be offered according to the situation on hand and with the agreement of the person attempting to access the goods or services.

5.2.3 Use of Service Animals and Support Persons

A person with a disability may enter those parts of premises owned or operated by Hydro One SSM that are open to the public accompanied by a support person or a service animal that is not otherwise excluded by law. If the service animal is excluded by law from the premises, we will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the goods, services or facilities we provide.

In situations where confidential information of a person with a disability is to be discussed, we may require the person's consent allowing his/her support person to be present.

Hydro One SSM may require a person with a disability to be accompanied by a support person while on the premises in situations where, after consulting with the person with a disability and considering the available evidence, we determine that a support person is necessary to protect the health and safety of the person with disability or of others on the premises and there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of the others on the premises

5.2.4 Notice of Temporary Disruption:

If, in order to obtain, use or benefit from our services or facilities, affected persons usually use other particular facilities or services of ours and there is a temporary disruption in those other facilities or services, we will provide notice of the said disruption, recognizing that in some cases, such as the situation of an unplanned disruption, advance notice will not be possible. In all cases, the notice will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. The notice will be posted on the Hydro One SSM website and, if possible, at the access point to our premises.

5.3 Training

We will ensure that all employees, every person who participates in developing Hydro One SSM's customer service policies and other persons who provide goods, services or facilities on our behalf receive training about the provision of our goods, services or facilities to affected persons. The training materials will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the customer service standards and instruction about the following matters:

- how to interact and communicate with persons with various types of disabilities;
- how to interact with affected persons who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person; and
- what to do if a person with a particular type of disability is having difficulty accessing Hydro One SSM's goods, services or facilities.

The training will be provided as soon as practicable and will be provided on an ongoing basis in respect of any changes to Hydro One SSM's policies governing the provision of goods, services or facilities to affected persons and the use of assistive devices by affected persons to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.

Hydro One SSM will maintain records of the training provided including the dates on which the training is provided and the number of individuals to whom it is provided.

5.4 Feedback Process

We are committed to providing excellent customer service when it comes to providing goods and services to all members of the public it serves.

Feedback regarding the way in which Hydro One SSM provides goods and services to affected persons and about our feedback process itself can be submitted to us using any one of the following methods: online, by telephone, fax, email or in writing

Online: Accessibility Standards Feedback Form
Office: 705-254-7444

Fax: 705-759-7706
Email: inquiries@hydroonessm.com
Mail: Hydro One Sault Ste. Marie LP
Attention: Accessibility / Human Resources
2 Sackville Road, Suite B
Sault Ste. Marie, ON P6B 6J6

If you wish to be contacted about your feedback, you must provide your name and contact information.

Information about the feedback process is accessible to affected persons through accessible formats and communication supports, on request and notice of the process is also posted on our website at: <http://www.hydroonessm.com/>

Hydro One SSM will provide a response to any feedback (including a complaint) within 10 business days. The individual who has provided the feedback will be provided a response in the format requested (or the most appropriate format where no request was made) outlining actions taken or that will be taken by the appropriate line of business. All feedback will be kept in strict confidence and will be used to improve customer service.

5.5 Notice of Availability of Documents

Notice of the availability of this Policy and other documents required by the AODA is posted on our website at: <http://www.hydroonessm.com>. As with this Policy, all other Hydro One SSM documents required by the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations, are available for free and upon request, in various accessible format. Please refer to the Feedback process in clause 5.4 of this Policy to request any of the documents.

If this Policy is required in an alternative format, please contact us using one of the methods noted above in clause 5.4 of this Policy to initiate the request.

6.0 RECORDS MANAGEMENT

6.1 Form

- Accessibility Standards Feedback Form

6.2 Related Documentation

- Integrated Accessibility Standards Policy

6.3 Records

- Not applicable