

## **Accessible Customer Service Plan (Goreway Station Partnership)**

### **Background**

The *Accessibility for Ontarians with Disabilities Act, 2005* (“Act”) is provincial legislation in Ontario that is in place to ensure equal access for persons with disabilities. This Act imposes requirements on Goreway Station Partnership and its affiliates (“GSP”) as well as its employees and contractors, effective January 1, 2012. In particular, the Act sets specific legal standards regarding interaction and communication with customers and/or members of the public who have a disability whether the disability is visual, audible, verbal, physical, mental, intellectual or otherwise.

All of GSP’s employees and contractors must take individual needs into account when interacting with the public and/or clients. All such personnel must ensure that all persons receive the same value and quality of service regardless of any disabilities. This may involve making accommodations for a person who uses an assistive device, service animal or a support person, and in some cases it may mean services are provided from an alternate more accessible location.

**Goreway Station Partnership is committed to excellence in interaction with the public and community at large; including people with disabilities.**

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals and Assistive Devices**

We welcome people with disabilities and their service animals or assistive devices. They shall be allowed in areas of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises that are open to the public.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption of our facilities for visitors with disabilities GSP will notify visitors where appropriate. This clearly posted notice will include information about the reason for the disruption and the anticipated length of time and provide a description of alternate facilities if available. The notice will be placed at the main entrance of:

8600 Goreway Drive, Brampton, ON L6T 0A8

### **Training for Staff**

GSP will provide training to staff and others who interact with the public on our behalf.

This training will be provided to all new employees within their first month of employment.

**Training will include:**

- An overview of the Act and the requirements of the customer service standard
- GSP's plan as relates to the customer service standard
- How to interact and communicate with people of various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

**Feedback Process:**

Provide any comments to the person at the main reception area of Goreway Power Station or online via e-mail to [info@gorewaypowerstation.com](mailto:info@gorewaypowerstation.com)

All feedback can be directed to HR.

**Access to Documentation:**

GSP's policies with respect to the Customer Service Standard, including our Emergency Evacuation Plan, Fire Plan and others are available upon request using the contact information provided above.

**Modifications to this or other Policies:**

Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified.

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 Owner's Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code