

Ontario Clean Water Agency's Customer Service Policy under the Accessibility for Ontarians with Disabilities Act, 2005.

**Customer Service Policy Statement:
Providing Goods and Services to People with Disabilities**

1. Our mission

The mission of the Ontario Clean Water Agency (OCWA) is: To demonstrate service excellence to our clients through the delivery of safe, reliable, and cost-effective water and wastewater services.

2. Our commitment

In fulfilling our mission, OCWA strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to people with disabilities

OCWA is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email or relay services if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that staff who will be dealing directly with customers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that staff who will be dealing directly with customers know how to use the following assistive devices available on our premises for customers: relay services.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

3.5 Policies, Practices and Procedures

OCWA will continue to demonstrate service excellence to its clients/customers including people with disabilities in accordance with its mission statement and the OPS Service Directive and OPS Accessible Customer Service Policy. Also, in keeping with that commitment, OCWA will integrate policies, practices and procedures on providing services to people with disabilities into our current policies. E.g. Use of assistive devices, service animals and support persons and providing documents in alternate formats.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter OCWA's premises that are open to the public with his or her support person. 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 our premises.

5. Notice of temporary disruption

OCWA will provide customers with notice in the event of a planned or unexpected disruption in the 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 alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises. (This will only apply to 2085 Hurontario Street, Regional Offices and any Hub office that is open to the public.)

6. Training for staff

OCWA will provide training to all employees who deal with the public or other third parties and all those who are involved in the development and approvals of customer service policies, practices and procedures. Employees in all positions will be trained.

This training will be provided to new employees through OCWA's Employee Orientation Program within one month after they commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with people with 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;
- What to do if a person with a disability is having difficulty in accessing OCWA's goods and services;
- OCWA's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback process

The ultimate goal of OCWA is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way OCWA provides goods and services to people with disabilities can be made by email, in person, verbally or writing a letter. All feedback will be directed to CCommunication@ocwa.com who will document the relevant information and any required follow up or action. Customers can expect to hear back in two business days if an acknowledgment is required.

Complaints will be addressed according to complaint categories already established in the Agency's complaint management procedures.

8. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, you can e-mail:

CCommunication@ocwa.com.