

# Power-Tek

Electrical Services Inc.

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Maintenance

Service

Construction

Commercial

Industrial

Residential

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## Accessibility Policy

Power-Tek Electrical Services Inc. is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

### General

Power-Tek Electrical Services Inc. is committed to training owners and staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

### Information and Communications

Power-Tek Electrical Services Inc. is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

Power-Tek Electrical Services Inc. will consult with individuals with disabilities whom request assistance, to determine their information and communication requirements.

### Employment

Power-Tek Electrical Services Inc. will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability.

Power-Tek Electrical Services Inc. considers the qualifications, capabilities and accessibility needs of every individual when offering redeployment, job position moves and when evaluating performance.

David Lindsay

President

Power-Tek Electrical Services Inc.

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## Accessible Customer Service Plan

Power-Tek Electrical Services Inc. is committed to providing excellent customer service. Employees will strive to treat all people with courtesy and respect, and meet the needs of each individual.

### Assistive devices

We will ensure that our staff are familiar with various assistive devices that may be used by persons with disabilities while accessing our services and facilities.

### Communication

Employees will endeavor to communicate with people with disabilities in ways that take into account their disability.

### Service animals or Support Persons

We welcome people with disabilities, service animals and / or support persons accompanying them. All public areas are open to visitors unless there are health & safety concerns.

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities, Power-Tek Electrical Services Inc. will endeavor to notify customers as soon as possible. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notices will be posted either on the job site health & safety board or at the entrance to the construction site, at our head office as well as any other means or locations which would be of benefit.

### Training

Power-Tek Electrical Services Inc. will provide training to the owners, managers, project coordinators, supervisors, estimators, office staff and field staff within one month of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Power-Tek Electrical Services Inc.'s policy related to the customer service plan
- How to interact and communicate with people with various types of disabilities

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- 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 goods and services

Staff will also be trained when changes are made to the plan or practices.

Subcontractor's employees who deal with the public on behalf of Power-Tek Electrical Services Inc. will also be trained as stated above.

## **Feedback process**

Customers who wish to provide feedback on the way Power-Tek Electrical Services Inc. provides goods and services to people with disabilities can email, phone or mail suggestions / comments to the attention of the Joint Health & Safety Committee.

Email: [info@power-tek.on.ca](mailto:info@power-tek.on.ca)

Complaints will be evaluated as soon as possible and responded to within ten business days. Every suggestion, comment or complaint will be addressed and may result in implementing changes to policies and procedures for improved customer and accessibility satisfaction.

## **Modifications to this or other policies**

The intent of this policy is to comply with the requirements of the Accessibility for Ontarians with Disabilities Act 2005, specifically Accessibility Standards for Customer Service, O. Reg. 429/07. Any policy or procedure that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.