



87 Grantham Av
St. Catharines, ON L2P 2Y8
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Accessibility Policy & Multi-Year Accessibility Plan

Introduction

This Policy & Multi-Year Accessibility Plan are made pursuant to the requirements of the *Accessibility for Ontarians with Disabilities, 2005* (the “AODA”).

Policy Statement

Trenergy is committed to providing goods, services, and employment in an integrated and accessible manner that respects the dignity and independence of persons with disabilities.

Application

This Policy & Multi-Year Accessibility Plan outlines Trenergy’s strategy to prevent and remove barriers to accessibility and describes Trenergy’s approach to meeting or exceeding applicable legal and regulatory requirements, including those set out in human rights and accessibility-related legislation. This Plan is a continually expanding and fluid document that will be reviewed and updated by Trenergy.

Human Resources, in conjunction with departments across the business, facilitates the implementation of the initiatives describes in this Plan.

Trenergy welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility Policy & Multi-Year Accessibility Plan is available on our website at www.trenergyinc.com.

Where this Plan specifies that documents, alternative formats, or communication supports are available upon request, such requests should be directed to 905-687-8736, or in writing to Trenergy Inc, c/o Human Resources, 87 Grantham Ave, St.Catharines, Ontario L2P 2Y8.

Training

We are committed to training all staff in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will train:

- a) all persons who participate in developing the organization’s policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. We will offer to communicate with guests by email if telephone communication is not suitable to their communication needs or is not available. We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario



- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

In the event that a service animal is otherwise prohibited by law from the premises, Treenergy will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from goods and services of Treenergy.

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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted 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. Notice may be given by posting the information in a prominent location on the premises of Treenergy.

Feedback Process

Treenergy welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- telephone
- in person
- in writing
- in electronic format or through other methods.

All feedback, including complaints, will be directed to Human Resources:

Mail: 87 Grantham Ave
St.Catharines, ON
L2P 2Y8
Telephone: 905-687-8736
Fax: 905-687-6514
Email: hr@treenergyinc.com

Notice of Availability of Documents.

Treenergy will provide documents required under this regulation in an accessible format or with communication support, on request. We will consult with the person making the request to determine



the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace



Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.