



1900 Shawson Drive, Mississauga, ON, L4W 1R7 | Phone: (905) 564-7322 | Fax: (905) 564-6917

---

## Providing Products and Services to People with Disabilities

### Our commitment

L.M. Generating Power Co. Ltd. is committed to excellence in customer service, and to providing our products and services in a way that respects the dignity and independence of persons with disabilities.

We are also committed to ensuring that customers with disabilities receive accessible products and services with the same quality and with similar timeliness as others do.

### Communication

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

### Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train employees 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, instant message conversation, or relay services if telephone communication is not suitable for a customer's communication needs or is not available.

### Statements

We are committed to providing accessible statements to all of our customers. For this reason, statements will be provided in the following formats upon request and wherever possible: large print hard copy or email, email with text only electronic file that works with screen reading software, or review during in-person meeting with a customer service representative.

### Notice of temporary disruption

L.M. Generating Power Co. Ltd. will provide customers with notice in the event of a planned or unexpected disruption to the services or facilities usually used by people with disabilities (e.g., a disruption to customer services phone lines, website, or physical access to our facility). 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 on our website [www.lmgpower.com](http://www.lmgpower.com) as well as at the reception desk of our building.



1900 Shawson Drive, Mississauga, ON, L4W 1R7 | Phone: (905) 564-7322 | Fax: (905) 564-6917

---

## Use of assistive devices, service animals and support persons

### **Assistive devices**

We are committed to serving people with disabilities who use assistive devices (e.g., wheelchairs, canes, walkers, oxygen tanks, hearing aids, other) to access our products and services.

We will ensure that our employees are familiar with various assistive devices that may be used by customers with disabilities while accessing our products or services.

### **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 other third parties. We will ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal. It is the responsibility of the person with a service animal to control the animal at all times.

In the event that an employee or other customer is allergic to animals, alternative arrangements will be arranged.

### **Support persons**

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 our premises 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. Additionally, people with disabilities may opt not to have their support person present, unless there is an overriding health and safety concern.

## Training for employees and others

L.M. Generating Power will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf

Those who commence new duties that involve interaction with the public or other third parties will undertake training as part of their orientation, if they haven't already done so.



1900 Shawson Drive, Mississauga, ON, L4W 1R7 | Phone: (905) 564-7322 | Fax: (905) 564-6917

---

Training will include:

- A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- 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 our premises, where provided, that may assist with the provision of products or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing our products or services; and
- Our policies, practices and procedures relating to the provision of products or services to people with disabilities.

Employees and others will be trained, as appropriate, on policies, practices and procedures that affect the way products and services are provided to persons with disabilities. They will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### Feedback process and questions about this policy

L.M. Generating Power Co. Ltd. welcomes feedback, including feedback about the delivery of our products and services to people with disabilities.

All feedback and/or questions regarding this policy will be directed to the appropriate person. We welcome your questions or comments and will make every effort to respond to your inquiry within two business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Customers may submit feedback by:

- Email: [info@lmgpower.com](mailto:info@lmgpower.com)
- Telephone: (905) 564-7322
- Mail:  
1900 Shawson Drive  
Mississauga, Ontario  
L4W 1R7

### 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.