



Statement of Policy and Procedure

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1.0 OBJECTIVE

E.L.K. Energy Inc. ("E.L.K.") is committed to being responsive to the diverse needs of all of its residents and customers and to this end will strive to provide equal access to its programs, goods, services and facilities.

E.L.K. will meet its commitment to providing Accessible Customer Service through policies and procedures that ensure its programs, goods, services and facilities are provided to persons with disabilities in a manner that:

1. Respects the dignity and independence of persons with disabilities,
2. Is integrated into the method of service delivery as fully as possible,
3. Allows persons with disabilities to benefit from the same services, in the same place and in a similar way as other customers thereby ensuring equality of outcome,
4. Is sensitive to an individual's needs, and
5. Is responsive by delivering service in a timely manner, considering the nature of the service and the specific accommodation required.

2.0 LEGISLATION

The Accessibility for Ontarians with Disabilities Act, 2005 (the "Act") was passed by the Ontario Legislature in July 2007 with the goal of creating standards to improve accessibility across the Province. The Act allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) adopted on January 1, 2008 is one of the standards that has been developed in response to the Act. This standard details specific requirements for service delivery for all service providers such that the dignity and independence of people with disabilities is preserved. Service providers must also integrate services and equal opportunity.



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E.L.K. must comply with the standards by January 1, 2012. The following are the key requirements of the Accessibility Standards for Customer Service:

1. Establish policies, practices and procedures for providing goods or services to people with disabilities,
2. Communicate with a person with a disability in a way that takes their disability into account,
3. Set a policy to allow people to use their own personal assistive devices to access E.L.K.'s goods or services,
4. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of our premises that are open to the public, unless the animal is excluded by law,
5. Allow people with disabilities to be accompanied by a support person in those areas that are open to the public.

3.0 DEFINITIONS

The following definitions are provided for purposes of this policy:

“Assistive Devices” are defined as devices that people may use to assist persons with disabilities in carrying out activities or in accessing the programs, goods, services or facilities provided by E.L.K. and may include, but are not limited to:

- (i) wheelchairs
- (ii) walkers
- (iii) white canes used by people with visual disabilities
- (iv) note-taking devices
- (v) portable magnifiers
- (vi) recording machines
- (vii) assistive listening devices
- (viii) personal oxygen tanks and devices



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“Disability” is defined in accordance with the *Accessibility for Ontarian with Disabilities Act, 2005* as:

- (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (ii) a condition of mental impairment or developmental disability,
- (iii) learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (iv) a mental disorder, or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Service Animal” is defined as either:

- (i) a “guide dog,” as defined in Section 1 of the Blind Persons Rights’ Act; or
- (ii) a “service animal” for a person with a disability. An animal is a service animal for a person with a disability:
 - a) if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or



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- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Support Person” is defined as another person who accompanies a person with a disability in order to help him or her with communication, mobility, personal care or medical needs or with access to goods or services.

4.0 APPLICABILITY

This policy applies to all persons who deal with members of the public, including third parties acting on behalf of or representing E.L.K., regardless of whether the person does so as an unionized or non-unionized employee, board member, agent, volunteer, member of a Committee of the board, student, including students on placement, contractor, or otherwise and all persons who participate in developing E.L.K.’s policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

5.0 GENERAL PRACTICES & PROCEDURES

The following general practices and procedures will be followed in carrying out the Accessible Customer Service Policy:

1. Communications

When communicating with a person with a disability, E.L.K. will do so in a manner that takes into account the person’s disability. General tips on of how to communicate with persons with varying types of disabilities are provided in Appendix “A” attached.

Communications from E.L.K. to its residents or customers will take into consideration, to the extent possible, the needs of persons with disabilities.



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2. Assistive Devices

E.L.K. will continually review facilities, programs and services in an effort to remove all barriers that may prevent persons with disabilities who use an assistive device from participating in or accessing the programs, goods, services and facilities provided by E.L.K.

Refer to Appendix "B" which provides information on how to interact with persons with disabilities who use assistive devices in carrying out activities or accessing programs, goods, services and facilities.

3. Guide Dogs or Other Service Animal

Persons with disabilities accompanied by a guide dog or other service animal will be permitted to enter those areas of the premises owned and operated by E.L.K. that are typically open to the public unless the animal is excluded by law. Refer to Appendix "C" which provides information on how to interact with persons with disabilities who use the assistance of a guide dog or other service animal.

In cases where a service animal is excluded by law in an area within premises owned by E.L.K., E.L.K. will ensure that other measures are made available to enable a person with a disability to obtain, use, or benefit from programs, goods, services and facilities.

4. Support Person

Persons with disabilities accompanied by a support person who is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, will be permitted to be accompanied by that support person in premises owned and operated by E.L.K. that are normally open to the public.



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If applicable, in cases where persons with disabilities are accompanied by a support person and are participating in a paid program, the support person will not be required to pay a program fee if it can be determined that the program is of no interest to the support person or the support person will not participate, on a personal level, in the program and that the support person is required to protect the health or safety of the person with the disability or the health and safety of others. In the event that a program fee is deemed to be payable by a support person because the program is of interest to that person or the support person intends to participate in the program and the support worker is not required to protect the health or safety of the person with the disability or the health and safety of others, E.L.K. will ensure that the support worker is given notice, in advance, of the amount payable.

Refer to Appendix "D" which provides information on how to interact with persons with disabilities who use the assistance of a support person.

5. Notice of Temporary Disruptions of Service

E.L.K. recognizes that persons with disabilities may often go to a lot of trouble to access programs, goods, services and facilities provided by E.L.K.

Reasonable notice of a temporary disruption in the provision of goods, services and facilities must be provided in advance for all planned and expected disruptions in service resulting from such things as renovations that limit access to an area or technology that is temporarily unavailable, etc.

In cases where a temporary disruption in service is not planned or expected, such as power outages, advance notice will not be possible.

Notice should be provided at least 48 hours and up to one week prior to a planned or expected temporary disruption of service and as quickly as possible following an unplanned temporary disruption. Notice should be provided in as many ways as possible and should include information about the reason(s) for



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the disruption, its anticipated duration and a description of alternative facilities or methods and timing of services, if any, that may be available.

E.L.K. will provide notice by posting the information in visible places on properties owned by E.L.K., and/or on E.L.K.'s website (www.elkenegy.com) and/or by any other method that may be reasonable under the circumstances.

6. Feedback

Feedback from customers about the delivery of programs, goods, services and facilities provides E.L.K. with opportunities to identify areas requiring change and leads to continuous improvements in service delivery.

E.L.K. recognizes that every customer has the right to make a complaint, provide a compliment or make suggestions on ways E.L.K. can improve its services. In an effort to facilitate feedback E.L.K. offers various methods for providing feedback, including feedback by telephone or fax, in person, in writing, by email and using the Feedback Form attached to this policy as Appendix "E". All feedback will be reviewed as received by E.L.K.'s appropriate management personnel.

Any changes to service delivery approved by the management team resulting from public input will be communicated to affected departments together with an expected completion date.

7. Training on Accessible Customer Service

E.L.K. will ensure that all persons to whom this policy applies as set out in Section 4.0, "Applicability" of this Policy will receive training as required. All full-time and part-time employees of E.L.K. will be required to receive the highest level of training, regardless of their degree of interaction with the public.



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The content of the training will include:

- A review of the purposes of the Act,
- The requirements of the Accessibility Standards for Customer Service regulation (Ontario Regulation 429/07),
- Instructions on E.L.K.'s policies, procedures and practices pertaining to the provision of programs, goods, services and facilities to persons with disabilities,
- How to interact and communicate with persons with various types of disabilities,
- What to do if a person with a disability is having difficulty accessing E.L.K.'s programs, goods, services and facilities,
- How to interact with persons with disabilities who use assistive devices, guide dogs, other service animals or support persons,
- The process for addressing feedback from customers on customer service,

Training will be provided to every individual identified in Section 4.0, "Applicability" of this Policy as soon as practicable. The degree and content of training by E.L.K. will be revised as the requirements of the Act change or as changes occur in E.L.K.'s policies and procedures.

E.L.K. will maintain records on all training provided, including the date on which training was provided and the names and signatures of the individuals participating in the training. The names of individuals trained will be recorded for training administration purposes only and disclosure of training records will be subject to the Freedom of Information and Protection of Privacy Act ("FIPPA").

8. Disclosure of Information Required by the Accessibility Standards for Customer Service (Regulation 429/07)



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All documents required by the Accessibility Standards for Customer Service, including E.L.K.'s Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and the written feedback process are available upon request, subject to the FIPPA. E.L.K.'s policy on Accessible Customer Service will be available at 172 Forest Avenue, Essex Ontario and will be posted on E.L.K.'s website at www.elkenenergy.com.

When providing a document to a person with a disability, E.L.K. will provide the document, or the information contained in the document, in a format that takes the person's disability into account.



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APPENDIX "A" PROVIDING SERVICE TO CUSTOMERS WITH DISABILITIES

1. HEARING DISABILITIES	
Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Deaf – severe to profound hearing loss • Hard of Hearing – a person who uses their residual hearing and speech to communicate • Deafened – caused to hear poorly or not at all 	<ul style="list-style-type: none"> • Attract the customer's attention before speaking by waving your hand and say "Hello" from outside of their personal space • Look directly at the person when speaking • Use pen and paper to communicate if necessary • Speak clearly, keep your hands away from your face • Reduce background noise • Ensure appropriate lighting
2. DEAFBLIND DISABILITIES	
Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Cannot see or hear to some degree • Many will be accompanied by a support person to help them communicate 	<ul style="list-style-type: none"> • Speak directly to your customer, not the support person • Identify yourself to the support person • The customer may explain how you should communicate with them
3. INTELLECTUAL OR DEVELOPMENTAL DISABILITIES	
Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Can mildly or profoundly limit ability to learn and process information, communicate, perform everyday activities and live independently 	<ul style="list-style-type: none"> • Allow room for personal space • Don't assume what the customer can or cannot do • Don't repeat a question unless asked to do so



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<ul style="list-style-type: none"> • May be an invisible disability 	<ul style="list-style-type: none"> • Use plain language • Take your time, be patient and allow ample time for customer to respond • Use a medium level of voice • After assisting, ask: “Do you require additional information?” • Provide one piece of information at a time – step-by-step instructions • Limit background noise or high-pitched music • Offer information in simple concepts
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4. LEARNING DISABILITIES

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Affects how person acquires, interprets, retains, processes or takes in information • May affect— <ul style="list-style-type: none"> - language-based learning - mathematics - writing, fine motor skills 	<ul style="list-style-type: none"> • Take your time, be patient and allow ample time for customer to respond • Demonstrate a willingness to assist • Speak normally, clearly, directly to your customer using a medium level of voice • Don’t repeat a question unless asked to do so • Provide information in a way that works for your customer (i.e. pen and paper) • Be prepared to explain any materials you provide or rephrase information provided using less complicated vocabulary • Be prepared to write verbal answers to questions provided by a customer on forms • Use plain language and avoid using technical terms and acronyms



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5. MENTAL HEALTH DISABILITIES

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> ● Mental illness is not a single disease but a broad classification for many disorders, including— <ul style="list-style-type: none"> - mood disorders, such as depression and bipolar disorder, which affect how one feels - schizophrenia, which affects how one perceives the world - anxiety disorders which affect how fearful one perceives places, events or situations to be - personality disorders, which affect how one sees oneself in relation to others - eating disorders (i.e. anorexia or bulimia), which influence how one feels about food and one's body image 	<ul style="list-style-type: none"> ● Be confident and reassuring ● Do not be confrontational ● If the customer is in crisis, ask how best to help ● Take your customer seriously ● Don't take things expressed by or actions of the customer personally

6. SPEECH OR LANGUAGE DISABILITIES

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> ● May have problems communicating ● May have difficulty pronouncing words, may slur or stutter ● May use communication boards or other assistive devices 	<ul style="list-style-type: none"> ● Don't make assumptions ● Give them time to get their point across – be patient ● Ask questions that can be answered “yes” or “no” if possible ● Don't interrupt or finish your customer's



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	<p>sentences</p> <ul style="list-style-type: none"> • You may want to use pen and paper • Say “I don’t understand, can you repeat the question?”
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7. PHYSICAL OR DISABILITIES AFFECTING MOBILITY

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • May restrict a person in the following ways— <ul style="list-style-type: none"> - control or speed of movements - coordination or balance - ability to grasp some objects - ability to walk long distances - ability to sit or stand for prolonged periods • Can be present at birth, result from disease, injury or be temporary 	<ul style="list-style-type: none"> • Speak directly to the customer • Ask before you help • Respect personal space • Don’t move any items the customer may have • Describe what you are going to do beforehand • Don’t leave your customer in an awkward, dangerous or undignified position



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APPENDIX "B" INTERACTING WITH PERSONS WITH DISABILITIES WHO USE ASSISTIVE DEVICES

Definition	Do's	Don'ts
<ul style="list-style-type: none"> • Devices that people may bring with them or that are already on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the programs, goods, services, facilities provided by E.L.K. • Include, but are not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note-taking devices, portable magnifiers, assistive listening devices, personal oxygen tanks and devices for grasping 	<ul style="list-style-type: none"> • Ensure that the customer is permitted to enter the premises with the assistive device and can utilize the device in the premises unless excluded by law • Remove potential barriers to the use of assistive devices where possible • Offer assistive devices in a manner that respects the person's dignity and independence • Ensure persons with disabilities are aware of assistive devices available on E.L.K.'s premises or otherwise supplied by E.L.K. 	<ul style="list-style-type: none"> • Lean on or reach over a customer or their assistive device



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APPENDIX "C" INTERACTING WITH PERSONS WITH DISABILITIES WHO USE A GUIDE DOG OR OTHER SERVICE ANIMAL

Definition	Do's	Don'ts
<ul style="list-style-type: none"> • An animal specially trained to assist an individual with a disability. Many times it is readily apparent that the animal is used by a person with a disability for reasons relating to their disability—for example, a guide dog wearing a harness • If it is not apparent that the animal is a service animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to a disability, or the customer may be asked to present a certificate to confirm that the service animal has been trained to assist a person with a disability by a professional service animal institution 	<ul style="list-style-type: none"> • Allow service animals anywhere customers normally have access • Permit the customer to keep the service animal with him/her unless the animal is otherwise excluded by law from the premises—for example, areas where food is prepared. • Service animals are permitted access to dining or food ordering areas. • Leave the care and supervision of the service animal with the customer. 	<ul style="list-style-type: none"> • Talk to, touch or make eye contact with the service animal.



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APPENDIX "D" INTERACTING WITH PERSONS WITH DISABILITIES WHO USE A SUPPORT PERSON

Definition	Do's	Don'ts
<ul style="list-style-type: none"> Those who accompany a person with a disability to help them with communication, mobility, personal care or medical needs or with access to goods or services 	<ul style="list-style-type: none"> Permit customers and their support person to enter the premises together. Provide the person with a disability access to their support person while on the premises. Obtain consent from the customer if confidential information is going to be shared while a support person is present. Speak directly to your customer, not to the support person. 	<ul style="list-style-type: none"> Do not charge support persons an access fee or fee to participate in a program in cases where it can be determined that the program is of no interest to the support person or the support person will not participate in the program but the support person is required to protect the health or safety of the person with the disability or the health and safety of others. A separate fee for additional food or lodging is permissible. Where a program fee is deemed to be payable by a support person, E.L.K. will ensure that the support person is given notice, in advance, of the amount payable



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APPENDIX "E"

Customer Service Initial Complaint and Feedback Form

172 Forest Avenue t 519-776-5291
 Essex, ON N8M 3E4 f 519-776-5640
www.elkenenergy.com

Section A - General Information

E.L.K. Energy Inc. is committed to providing high quality customer service. We value all of our customers and strive to meet everyone's needs. We welcome your comments to help us monitor and improve our services and customer experiences. Please submit your completed form to E.L.K. Energy Inc.

Please tell us the date and time of your contact with us:

YYYY/MM/DD Time

Did we respond to your customer service needs: Yes No *(please explain below)*

Was our customer service provided to you in an accessible manner:

Yes Somewhat No *(please explain below)*

Please provide the details of your customer service experience



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Your Full Name:

Surname

Given Name

Address:

Street

City

Province

Postal Code

Home Phone Number: ()

Business Phone Number: ()

Email Address:

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the Accessibility Standards for Customer Service, and will be used for the purpose of responding to your feedback. Questions should be directed to E.L.K. Energy Inc, 172 Forest Avenue, Essex Ontario, N8M 3E4, or at 519-776-5291.

Section C - OFFICE USE ONLY

Form received by:

Surname

Given Name

Date Received

Referred to:

Surname

Given Name

Date Referred

Comments



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Chair

Chief Executive Officer