

ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

FAMME & CO. Professional Corporation is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

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.

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. Due to the nature of our services, we reserve the right to obtain a signed confidentiality agreement from the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, FAMME & CO. Professional Corporation will notify customers promptly. This clearly posted notice will include information about reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the public access front door to the applicable building.

Training for Staff

FAMME & CO. Professional Corporation will provide training to employees who deal with the public or other third parties on their behalf. Individuals in all positions who deal with the public will be trained.

This training will be provided to staff during their initial orientation and when changes are made to our accessible customer service plan.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service plan
- FAMME & CO. Professional Corporation's accessible customer service plan
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a disability is having difficulty in accessing FAMME & CO. Professional Corporation's goods and services.

Feedback Process

Customers who wish to provide feedback on the way FAMME & CO. Professional Corporation provides goods and services to people with disabilities can verbally discuss their concerns or send an email to any FAMME & CO. Professional Corporation employee or complete the feedback form.

All feedback will be directed to the Firm's Disability Officer. Customers can expect to hear back in 5 business days. Complaints will be addressed according to our organization's regular complaint procedures.

Disability Officer
c/o Famme & Co. Professional Corporation
125 Ontario Street
Stratford, Ontario
N5A 3H1

Modifications to this or other policies

Any policy of FAMME & CO. Professional Corporation that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Supplement

POLICY GOAL

To ensure FAMME & CO. Professional Corporation uses reasonable efforts to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.

DEFINITIONS

Disability: any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness. A condition of mental impairment, mental disorder, developmental disability, learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

Service Animal: an animal used by a person with a disability for reasons relating to his or her disability. The person may provide a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability or it may be readily apparent.

Support Person: a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Assistive Device: a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating and lifting.