



## ACCESSIBILITY PLAN - CUSTOMER SERVICE STANDARD

Effective Date: January 1, 2012

Subject: Service Standard for Persons with Disabilities

### **Our Commitment**

Reisler Franklin LLP strives at all times to provide its services to all clients including persons with disabilities in a way that respects their dignity and independence. This commitment is consistent with the firm's mission to deliver services in a welcoming and supportive environment and with the values of equity, accessibility, diversity and fairness in the treatment of all individuals.

The firm will establish policies, practices and procedures which support the accessibility standards established under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and its regulations on customer/client service, information, communication, employment and the built environment. The goal of this policy is to ensure that the firm meets the standards set by the AODA.

### **Scope**

This policy applies to the operations of Reisler Franklin LLP.

### **Policy**

Firm policies will be applied in a way that considers the needs of people with disabilities and respects the principles of dignity, independence and integration.

### **Provision of Services**

In keeping with Reisler Franklin LLP's mission of providing free and equitable access in a welcoming and supportive environment, the firm will:

- provide services in a manner that respects the dignity and independence of people with disabilities and provides them with an equal opportunity to learn about, use or benefit from the firm's services;
- integrate services for people with disabilities. The Firm understands that equitable access sometimes requires different treatment including separate or specialized services. However, such services will be offered in a way that respects the dignity and full participation of people with disabilities.

### **Communication**

All Reisler Franklin LLP employees will communicate with people with disabilities in a way that takes their needs into consideration.

Telephone Services - We are committed to providing fully accessible telephone service to our customers/clients. We will train staff to communicate with customers/clients over the telephone in a way that takes each disabled person's needs into consideration.

We will offer to communicate with customers/clients by email or written correspondence if telephone communication is not suitable to their communication needs.

### **Training for Staff**

Reisler Franklin LLP will provide training to all employees on policies, practices and procedures to improve the way our services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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 devices and be familiar with various assistive devices that may be used by customers/clients with disabilities.
- What to do if a person with a disability is having difficulty in accessing Reisler Franklin LLP's services
- Reisler Franklin LLP's policies, practices and procedures relating to the customer service standard.

### **Assistive Devices**

Reisler Franklin LLP is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from its services. The firm will ensure that staff is trained and made familiar with various assistive devices that may be used by customers or clients with disabilities while accessing our premises.

### **Use of Service Animals and Support People**

Reisler Franklin LLP is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties. The firm will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The firm is 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 the firm's premises with his or her support person.

### **Billing**

Reisler Franklin LLP will provide accessible invoices to all of our customers/clients. For this reason, invoices will be provided in the following formats upon request - hard copies, large print and email. We will answer any questions clients may have about the content of the invoice in person, by telephone or email.

### **Notice of Temporary Service Disruption**

Reisler Franklin LLP will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include the reason for the disruption, how long the disruption will last and a description of available alternatives, if available.

### **Accountability**

The office manager is responsible for the implementation of this policy and is also responsible for maintaining supporting documentation associated with the Customer Service Standard.

### **Feedback process & Questions**

The ultimate goal of Reisler Franklin LLP is to meet and surpass expectations while serving customers/clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Reisler Franklin LLP provides services to people with disabilities can be made by email to [info@reislerfranklin.com](mailto:info@reislerfranklin.com) or verbally to the office manager. Customers and clients can expect to hear back within 3 business days. Complaints will be promptly addressed.

This policy exists to achieve service excellence to customers/clients with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the office manager of Reisler Franklin LLP.

### **Definitions**

**"Assistive Device"** An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting (examples include, walkers, magnifiers for reading, etc...). It helps the person to maintain their independence at home, at work and in the community.

**"Disability"** As defined in the AODA, disability can include: a) physical disability, infirmity, malformation or disfigurement, b) a condition of mental impairment or developmental disability, c) learning disability, d) mental disorder, and e) an injury or disability for which government benefits are received.