

ACCESSIBLE CUSTOMER SERVICE POLICY

OUR MISSION

KM is a professional organization committed to providing high-quality, effective services that keep pace with rising public expectations.

KM strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities. KM is also committed to ensuring that persons with disabilities receive accessible goods and services with the same quality and timeliness as others do.

TRAINING FOR STAFF

KM will provide training on customer service to all employees who are involved in the development and approvals of customer service policies, practices and procedures. New staff and staff 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.

KM will provide staff with training that includes:

- A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons 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 that may assist with the provision of goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing KM goods and services; and
- KM policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

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

ASSISTIVE DEVICES

KM is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

KM staff, where appropriate, will be trained in the proper use of assistive devices.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Persons with disabilities may bring their service animal onto parts of our premises that are open to the public or other third parties. KM will ensure that all staff, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

On rare occasions, the Human Resources Manager, or its designate, may determine that a support person is required, or that a service animal cannot enter an area of the premises consistent with other laws. In these instances, Managers will suggest appropriate alternatives and provide assistance.

Any person with a disability who is accompanied by a support person will be allowed to enter KM's premises open to the public or other third parties 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.

Fees will not be charged for the duration of the discussion required to explain the legal issues and implications of having a support person in attendance.

COMMUNICATION

KM will communicate with persons with disabilities in ways that take into account their disability. All reasonable efforts will be made for staff to communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting KM goods, services and facilities.

KM will train staff who communicate with persons with disabilities on how to interact and communicate with persons with various types of disabilities.

FEEDBACK PROCESS

The ultimate goal of this policy is to meet service delivery expectations while serving persons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

KM will let persons know what methods are available for giving feedback. If a method is not suitable, persons may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve KM services. Feedback received by Service Ontario will be redirected to the Human Resources Manager or their designate.

All reasonable efforts will be made to ensure that concerns or complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly at a higher level. In accordance with KM's Service Standards, persons can expect acknowledgement of verbal/telephone feedback, or feedback left on a comment card, within two business days, and within fifteen business days of the receipt of a mailed/emailed complaint. If a mailed/e-mailed complaint cannot be responded to within fifteen business days an interim acknowledgement will be sent to the person. The acknowledgement must indicate when the matter will be addressed and when the person will

be notified, and KM will follow up with any required action within the timeframe noted in the acknowledgement. All reasonable feedback/responses will be in a format that is accessible to the persons who have raised the concerns.

NOTICE OF TEMPORARY DISRUPTIONS

KM will provide persons with reasonable notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (if any).

The notice will be placed at all public entrances and service counters on our premises. Depending on the nature of the disruption, notice will also be provided on outgoing telephone message and our website.

MODIFICATIONS TO THIS OR OTHER POLICIES

KM is committed to ensuring that their service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any KM operational policy affecting persons that does not respect and promote the dignity, independence, integration and equal opportunity of persons with disabilities will be modified or revoked.

QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the policy, if the purpose of this policy is not understood, or to receive a copy of this policy, please contact:

Katherine Mather
Human Resources Manager
Koskie Minsky LLP
20 Queen Street West
Suite 900
Toronto, Ontario
M5H 3R3
Tel: 416 595 2073
Email: kmather@kmlaw.ca