



Accessible Customer Service Plan

Providing Services to People with Disabilities

Martin & Hillyer Associates is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to service or facilities for clients with disabilities Martin & Hillyer Associates will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available at the following locations:

Our main reception area, recorded message on main phone line voicemail system and our website.

Training

Martin & Hillyer Associates will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services.

Individuals in all full-time, part-time and contract positions at Martin & Hillyer Associates will be trained.

Staff will be trained on Accessible Customer Service within 5 business days of their start date.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- Martin & Hillyer Associate's plan related to 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 equipment or devices available on-site or otherwise that may help with providing services to people with disabilities. These include:
Reserving the wheelchair accessible parking spot and accessible meeting room for clients
- What to do if a person with a disability is having difficulty in accessing Martin & Hillyer Associate's services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way Martin & Hillyer Associates provides services to people with disabilities can provide feedback in the following way(s):

In writing via email: info@mhalaw.ca or by regular mail:

Martin & Hillyer Associates
Attn: Office Manager
2122 Old Lakeshore Road
Burlington, ON L7R 1A3

By phone: 905-637-5641 Ext. 228 (Office Manager) or in person.

Clients can expect a response within 2 business days.

Notice of Availability

Martin & Hillyer Associates will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

Our main reception desk and on our website.

Modifications to this or policies

Any policy, practice or procedure of Martin & Hillyer Associates that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.