

## **Accessibility for Ontarians with Disabilities Act Client and/or Customer Service Policy**

### **1. Statement of Policy**

In fulfilling our mission, Cassels Brock & Blackwell LLP and Scougall Services Limited Partnership (the “Firm”) is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The Firm is also committed to giving persons with disabilities the same opportunity to access our goods and services and to benefit from those services, in the same place and in a similar way as other clients.

The Firm will provide exceptional customer service to all its clients, third parties and members of the public.

Reasonable efforts will be made to ensure that:

- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Firm’s goods and services;
- b) Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- c) The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit. The alternative measure may be temporary or permanent;
- d) Communications with a person with a disability are conducted in a manner that takes the person’s disability into account; and
- e) Persons with disabilities may use assistive devices, service animals and support persons as is necessary to access the Firm’s goods and services unless superseded by other legislation;

### **2. Purpose**

This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Client and/or Customer Service under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### **3. Scope of the Policy**

This policy applies to all employees (as defined in Section 4, below) of the Firm in Ontario. This policy applies not only during working time, but to any activities on or off the Firm premises which could reasonably be associated with the workplace (e.g. social events).

#### 4. Definitions

- a) “**Assistive Devices**” are auxiliary aids such as communications aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).
- b) “**Disability**” as per the Ontario Human Rights Code, means:
- 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, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
  - a condition of mental impairment or a developmental disability;
  - a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - a mental disorder; or
  - an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- c) For the purposes of this policy only, “**Employees**” means every person who deals with members of the public or other third parties on behalf of the Firm whether the person does so as an employee, agent, intern, volunteer or otherwise.
- d) “**Persons with Disabilities**” are individuals who have a disability as defined under the Ontario **Human Rights Code** (see above).
- e) “**Support Persons**” are any person, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, while accessing goods or services.
- f) “**Service Animals**” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

#### 5. Providing Goods and Services to Persons with Disabilities

The Firm is committed to excellence in serving all clients, including persons with disabilities. In particular:

a) Communication

The Firm will communicate with persons with disabilities in ways that take into account their disability.

The Firm will train employees who communicate with clients as to how to most effectively interact and communicate with persons with various types of disabilities.

b) Telephone services

The Firm is committed to providing fully accessible telephone service to our clients. The Firm will train employees to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

The Firm will offer to communicate with clients by e-mail, fax or letter if telephone communication is not suitable to their communication needs or is not available.

c) Assistive devices

The Firm is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The Firm will ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

d) Billing

The Firm is committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or e-mail.

The Firm will answer any questions clients may have about the content of the invoice, in person, by telephone or by e-mail.

## **6. Use of Service Animals and Support Persons**

The Firm is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. The Firm will also ensure that all employees, volunteers and others dealing with the public are properly trained on how to interact with persons with disabilities who are accompanied by a service animal.

The Firm is committed to welcoming persons 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. 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. Permission will be obtained from the person with the disability prior to a discussion of a confidential nature taking place with the support person present.

## **7. Notice of Temporary Disruption**

The Firm will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and reception counters on our premises.

## **8. Training for Employees**

The Firm will provide training to all employees, volunteers and others who regularly deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of client and/or customer service policies, practices and procedures.

Training will include the following:

- a) The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- b) How to interact and communicate with persons with various types of disabilities;
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- d) How to offer assistance if a person with a disability is having difficulty in accessing the Firm's goods and services; and
- e) Review of the Firm's policies, practices and procedures relating to the customer service standard.

Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to persons with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. New employees joining the Firm will be trained within two weeks of their employment.

## **9. Feedback Process**

The ultimate goal of the Firm is to meet or surpass client expectations while serving clients with disabilities. Comments on our services relating to how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Firm provides goods and services to persons with disabilities can be made verbally (in person or by phone) or in writing (by requesting our Client Feedback Form or by letter). All feedback will be directed to the Director of Human Resources. Clients can expect to hear back in within 7 business days.

Complaints will be addressed according to the already established complaint management procedures of the Firm.

## **10. Modifications to Policy**

The Firm is committed to developing client and/or customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

Any policy of the Firm that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## **11. Questions About This Policy**

This policy exists to achieve service excellence to clients with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation will be provided by the Firm's Director of Human Resources.

Contact Information:

2100 Scotia Plaza  
40 King Street West  
Toronto, ON M5H 3C2

Telephone: 416.869.5300

Fax: 416.350.6915