

## **Accessibility Standards for Customer Service**

### **Our mission:**

Graham Mathew Professional Corporation is committed to ensuring that our services are accessible to all regardless of disability. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) Graham Mathew has established a policy to ensure that our services are guided by the principles of integration and equality and provided in a way that respects the dignity and independence of persons with disabilities.

### **Providing services to people with disabilities:**

Graham Mathew is committed to excellence in serving the public including persons with disabilities, and we will carry out our functions and responsibilities as follows:

#### **Communication:**

We will communicate with persons with disabilities in a way that takes into account their disability. We will train our people who communicate with the public on how to interact and communicate with persons with various disabilities.

#### **Assistive devices:**

We will ensure that our people are trained and familiar with the assistive devices available on our premises which may be used by persons with disabilities while accessing our services.

#### **Service animals:**

We welcome persons with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support persons:**

We recognize that some individuals with disabilities rely on a support person for assistance while accessing our services. A person with a disability who is accompanied by a support person will be allowed to have that support person accompany them at all times while on our premises. Support persons accompanying or assisting individuals with disabilities may be required to comply with our confidentiality policies.

Attendance fees for certain events (such as seminars, training sessions, or social events) hosted or sponsored by Graham Mathew may apply to support persons. Fee information, as applicable, will be available at the time of registration.

## **Notice of temporary disruption:**

We will provide the public with notice in the event of planned or unexpected disruption to the services or facilities accessed by persons with disabilities. The notice will include the reason for the disruption, the anticipated duration and a description of alternative facilities or services, if available. This notice will be posted at public entrances to our premises and depending on the nature of the disruption, may be posted on our web site.

## **Training for our people:**

We will provide training to our people who deal with the public and those who are involved in the development and approval of policies, practices and procedures. Our people will be trained on an ongoing basis as changes are made to this policy or any requirements under the AODA, and new hires will be trained as part of their orientation upon employment. Training may be provided in various formats but will include:

- The purpose of the AODA and the requirements of the Customer Service Standard
- A review of this policy and other practices and procedures related to the Customer Service Standard
- How to interact and communicate with persons with various types of disabilities
- How to interact with individuals who use an assistive device or require the assistance of a service animal or support person
- How to use the assistive devices available on our premises that may assist with the provision of services to persons with disabilities
- What to do if a person with a disability is having difficulty accessing our services

## **Feedback process:**

Comments on our services are welcome and appreciated. Feedback regarding the way we provide services to persons with disabilities can be directed to the Accessibility Officer by email, in writing, by telephone or in person through appointment. All feedback received will be reviewed for possible action and an acknowledgement, where applicable, will be provided within seven business days.

## **Modification to this or other policies:**

We are committed to ensuring that our public policies respect and promote the dignity, independence, integration and equal opportunity of persons with disabilities. Any policy of Graham Mathew Professional Corporation that fails to do so, will be modified or removed.

Questions:

Questions related to this policy may be referred to:

Graham Mathew Professional Corporation  
P.O. 880  
150 Pinebush Road  
Cambridge, ON N3H 5X9

Attention: Accessibility Officer  
T: 519-623-1870  
E: [accessibility@gmpca.com](mailto:accessibility@gmpca.com)