

Accessible Customer Service Plan

Preamble

This is an Accessible Customer Service Plan, established in accordance with the Customer Service Standard adopted under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Dundas Data Visualization Inc. (“Dundas”) will provide a copy of this Plan upon request and will provide it in a format so reasonably requested.

This Plan deals with:

- The use of guide dogs, service animals and support persons;
- the steps to be taken in connection with a temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- the feedback process.

Documents produced further to this Plan and so required by the Customer Service Standard are available upon request and are provided them in a format so reasonably requested.

Objectives

Dundas is dedicated to ensuring that all reasonable efforts are made to:

- (i) provide services in a manner that respects the dignity and independence of persons with disabilities;
- (ii) provide services in a manner that is integrated, unless an alternate measure is necessary to enable a person with disabilities to obtain Dundas’ services; and
- (iii) give persons with disabilities an opportunity equal to that given to others to obtain Dundas’ services.

Application

This policy applies to Dundas' services that are provided externally to the public or third parties.

The policy applies to all partners, principals, managers, accountants, associates, co-op students, and staff with Dundas. The policy also applies to all agents, volunteers, clients, and visitors of/to Dundas.

Providing Services to People with Disabilities

Communication

When communicating with persons with a disability, Dundas will make all reasonable efforts to take into account the person's disability.

Dundas' employees who communicate with members of the public will be trained on how to interact and communicate with people with various types of disabilities. Further to this, the employees will be trained on how to develop a communication plan in recognition of the person's disabilities. For example, Dundas and the person may agree to deal with complex matters in writing and in plain language.

Assistive Devices

Dundas recognizes that persons with disabilities may require the use of personal assistive devices to obtain, use or benefit from Dundas' services. Personal assistive devices are usually devices that people bring with them, such as a walker or a personal oxygen tank.

Persons with disabilities are permitted to obtain, use or benefit from Dundas' services through the use of their own assistive devices (except where use of such a device would pose a danger to others and/or would result in Dundas' being in violation of a municipal, provincial or federal law or regulation).

Where requested, Dundas will provide the person with a disability with any personal assistive device which Dundas has available to offer.

In the event that a person with a disability is hindered from accessing any services offered by Dundas despite his/her assistive device, Dundas will strive to accommodate the person by attempting to

deliver the same services in another way.

Dundas' employees who interact with members of the public will be trained to ensure that they are familiar with various assistive devices that may be used by people with disabilities while accessing Dundas' services.

Service Animals

Dundas recognizes that persons with disabilities may require the use of a service animal to obtain, use or benefit from Dundas' services. Examples of service animals are dogs used by persons who are blind and hearing alert animals for those who are deaf, deafened or hard of hearing.

Dundas welcomes persons with disabilities and their service animals. Service animals are allowed in the areas of Dundas' premises that are open to the public and third parties. Service animals are not permitted where prohibited by a statute or regulation or where, by operation of a statute or regulation, the service animal should not be permitted onto the premises or that area of the premise. For example, service animals may be prohibited from going into Dundas' kitchen.

If a service animal is excluded from Dundas' premises or part of Dundas' premises, Dundas will suggest appropriate alternatives and provide accommodation in order to assist that person in obtaining Dundas' services.

Dundas' employees who interact with members of the public will be trained on how to interact with customers who are accompanied by service animals.

Support Persons

Dundas recognizes that persons with disabilities may require the use of a support person to obtain, use or benefit from Dundas' services. A support person is an individual who accompanies the person with a disability to help with communication, mobility, personal care or medical needs or with access to services. A support person may be a paid professional, a volunteer, a family member, a friend, a case worker, or a social worker.

Dundas welcomes persons with disabilities and their support persons. Support persons are allowed to accompany the person with a disability on Dundas' premises.

Upon consent of the client, the client's support person may be present during client meetings, may have access to the client's file, and/or may provide instructions on behalf of the client.

Dundas' employees who interact with members of the public will be trained on how to interact with customers who are accompanied by a support person.

Providing Services to Persons with Disabilities

When providing services, including accounting, planning, and/or consulting services, to clients with a disability, Dundas shall adhere to the Ontario Human Rights Code.

Dundas' presumption is that an adult client is capable of providing instructions. This presumption is not rebutted by the mere fact that a client is a person with disability.

Where Dundas has concerns about a client or a prospective client's capacity to provide instructions, Dundas may need to take steps, such as:

- seek to obtain the client or prospective client's consent to discuss those concerns with the individual's family members and/or health care providers;
- seek the assistance of the Capacity Assessment Office, a qualified capacity assessor, or a qualified medical professional;
- have a lawfully authorized representative appointed; or
- obtain the assistance of the Office of the Public Guardian or the Office of the Children's Lawyer.

Unfortunately, in some cases, Dundas may be required to withdraw their services when a client lacks the capacity to provide instructions. In the event that Dundas finds that a client no longer has the necessary legal capacity to provide instructions, Dundas shall make all efforts to ensure that the client's interests are not abandoned.

Billings

Dundas is committed to providing accessible invoices. Upon request, Dundas' invoices can be provided in reasonable alternative formats.

Notice of Temporary Disruptions

Dundas acknowledges that persons with disabilities may only access and attend at its premises by using certain services and facilities (e.g. the elevator).

Dundas will provide notice when there is a temporary disruption in those services or facilities that persons with disabilities may rely. This notice will include information about the reason for the disruption, its anticipated duration, and, if applicable, a description of alternative facilities or services that may be available. Notice of service disruptions will be provided as soon as reasonably practicable after Dundas is made aware of the disruption or the scheduled disruption.

The notice of a disruption may be provided by way of postings in conspicuous places at the office, in other facilities of the building (i.e. the lobby), on Dundas' website or by any other means that will reasonably ensure that the notice reaches those persons potentially affected by the temporary disruption in a manner that is accessible to them.

Training

Dundas will ensure that all persons (including employees and contractors) who deal with members of the public or other third parties on behalf of Dundas will be provided with:

- instruction on how to interact and communicate with people with various types of disabilities;
- instruction on how to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- instruction on how to use equipment or devices available on company premises or that the company otherwise provides, that may help people with disabilities access services; and

- instruction on what to do if a person with disabilities is having difficulty accessing company services.

Dundas will keep records of the training provided, including the dates on which training was received and the names of participants.

Feedback process

Dundas welcomes any feedback regarding the methods it uses to provide services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by email to the Chief Operating Officer, Bruce Chambers.

Complaints may be made in writing to the Chief Operating Officer, Bruce Chambers. The Complaint will be reviewed and a response to the Complainant, including any suggested resolution, will be provided.