

POLICIES AND PROCEDURE FOR CUSTOMER SERVICE STANDARDS UNDER THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES REGULATIONS

December, 2011

Feldstein Family Law Group Professional Corporation is committed to providing Customer Service practices and procedures in accordance with the four Principles of the Accessibility for Ontarians with Disabilities Act (AODA) and Regulations to:

- a) Protect the dignity of a person with a disability;
- b) Provide independence to a person with a disability when accessing the services provided by this Firm;
- c) Provide integrated services that allow people with disabilities to fully benefit from services provided by the Firm;
- d) Provide equal opportunity to have services, options and benefits as are offered to all others in the Firm.

In accordance with the Customer Service Standard of the AODA, the Firm undertakes to train their direct employees in these requirements and will ensure that all regular workers who are contracted to perform services at the Firm have received training in this standard.

PROCEDURES

Under the Human Rights Code, persons with disabilities are not required to advise the Firm of the nature of their disability, but are required to advise the Firm that they have a disability and require accommodation and information on what accommodation they require. Where the individual with the disability feels comfortable with providing the general nature of their disability, such as “vision”, “hearing”, “mobility” or “other”, this information can assist the Firm in providing services to the individual.

A. Communications

- i) When communicating with a person who has a disability, the provider of the communication shall do so in a manner that takes into account the person’s disability. Where a staff member or client to the Firm has specific requirements for alternate means communication and requests that alternate forms of communication be used, the Firm will use reasonable efforts to accommodate the disabled person with whatever means necessary to allow proper and courteous communication to the extent that it does not create undue hardship to the Firm. This may include communication in writing; by email; communication by telephone, reading information to the person; or providing large font written communications. Where the Firm is unable to supply the communication in a format that meets the person’s needs, an explanation will be provided to the disabled person giving the reasons why the person’s communication needs cannot be accommodated.
- ii) Wherever possible, and where undue hardship to the Firm is not a result, the Firm’s internet Website and its content will be created in a way that considers how assistive devices, such as screen readers, speech and input systems and other devices, operate and how people with disabilities use them to allow the site to be accessible to people with disabilities.

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B. Assistive Devices

Assistive devices such as a cane, a walker, a personal oxygen tank, a wheelchair or mobility scooter are permitted to be used in the first floor of the office as there are only stairs to the second floor.

C. Service Animals

- i) Where a person with a disability is accompanied by a Service Animal, the Service Animal will be permitted in all areas of the premises, except where excluded by law. Such laws could include the Food Safety and Quality Act or the Health Protection and Promotion Act. The Firm reserves the right to modify designated areas in the event that other individuals experience allergic reactions to said animals.
- ii) Where the Service Animal is a breed that is restricted by the province or municipality, the provisions of the Provincial or municipal law will prevail.
- iii) The Service Animal of a staff member with a disability must be registered with the Firm. Where it is not readily apparent to an average, informed person, the Firm will require the registration form to be signed by a medical professional.
- iv) Service Animals must comply with the following rules:
 - a) Service Animals must be under control at all times while in the building or on the common elements.
 - b) Service Animals must not urinate or defecate in the building or on the common elements, including the grounds of the Firm. Animals must be taken off the property and all feces will be picked up in accordance with the Municipal By-laws.
 - c) Should the Service Animal have an “accident” in the building or common elements, the owner must clean it up immediately or notify the Firm Staff for cleanup.

D. Emergency Communications

Where a person’s disability might affect their ability to hear the fire alarm or voice communication system, or where the person with a disability may have difficulty in evacuating their suite in an emergency situation, the Firm will discuss the needs of each person with a disability with them individually to put into place a plan to handle the emergency situation.

Once the individual emergency plan for each person with a disability has been established, the Firm and the person with a disability will adhere to that plan in an emergency situation.

E. Emergency Evacuation

Should the need arise wherein the building needs to be evacuated for an emergency, all people in the building, both staff members and clients, should leave the building by going to the closest exit.

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F. Feedback

The Firm will set up a feedback process to allow anyone to comment on provision of goods or services to people with disabilities. Information on the process will be made available and may be received in person, by telephone, in writing, electronically by diskette or email.

Comments or complaints concerning the Customer Service provided by this Firm may be sent to:

Feldstein Family Law Group Professional Corporation

Address: 20 Crown Steel Dr., Suite 8

Phone: 905-415-1635

Fax: 905-415-0785

Email: mrain@feldsteinfamilylaw.com

Dated this 23rd of December, 2011



Andrew Feldstein