

# **SINGER, KWINTER**

## **Accessible Customer Service Plan**

Providing Goods and Services to People with Disabilities

**SINGER, KWINTER** 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 that may be used by customers with disabilities while accessing our goods or 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. Where the person with a disability is a client, Singer, Kwinter will discuss with the client and the support person how best to ensure that solicitor-client privilege and the protection of confidentiality are not affected.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as washroom facilities and elevators, Singer, Kwinter will notify customers 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 placed either on our website, or at our reception desk.

## **Training for staff**

Singer, Kwinter will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: All Lawyers and all staff.

This training will be provided to all new lawyer and staff members within 30 days of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Singer, Kwinter's accessible customer service plan.
- 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 assistive devices that we may offer for the use of clients with disabilities while providing our services.
- What to do if a person with a disability is having difficulty in accessing Singer, Kwinter's goods and 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 Singer, Kwinter provides goods and services to people with disabilities can e-mail, telephone or correspond to us in writing. All feedback will be directed to Mr. Alfred M. Kwinter. Customers can expect to hear back in 15 days. Complaints will be addressed according to our organization's regular complaint management procedures.

## **Modifications to this or other policies**

Any policy of Singer, Kwinter that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.