



ACCESSIBLE CUSTOMER SERVICE POLICY

Our Commitment

Arguson Projects Inc. strives to provide services in a manner that is accessible to all of our customers, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services and to providing the benefit of the same services, in the same place and in a similar way to all customers.

Providing Services to People with Disabilities

Arguson Projects Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train our staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail, fax or letter if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats **upon request:** hard copy, large print or e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.



Use of Service Animals and Support Persons

Arguson Projects Inc. also welcomes into our Reception and/or Boardrooms people with disabilities who are accompanied by a service animal or a support person. At no time will a person with a disability who is accompanied by a service animal or support person be prevented from having access to his or her service animal or support person while on our premises.

Fees will not be charged for support persons for admission to Arguson's premises. A personal support person may be required to sign a confidentiality agreement.

Notice of Temporary Disruption

Arguson Projects Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Servicing of elevators is the responsibility of the respective property management companies, and as such, they would be required to ensure that notice of temporary disruptions to elevator service is provided. If all elevators to access Arguson's premises are out-of-service, Arguson will assess the situation and determine whether notice needs to be provided.

Training of Staff

Arguson Projects Inc. will provide training to all staff, volunteers and others who deal with the public or third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

The training will be provided as soon as reasonably possible after new members to our firm, volunteers, or others commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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
- What to do if a person with a disability is having difficulty in accessing Arguson's services
- Arguson Projects Inc. policies, practices and procedures relating to the customer service standard



Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of Arguson's policy is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Questions or feedback regarding the way Arguson provides services to people with disabilities can be made by e-mail, suggestion box, or a feedback form. All feedback will be directed to Helen Hynd, Office Manager at helen@arguson.ca or by calling 905-848-0707. If the person initiating the feedback or complain wishes to be contacted, Arguson will respond within ten (10) business days in writing, in person, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken.

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Argusons that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.