

## Vincent Associates Inc. Customer Service & Accessibility Policy

### AODA Customer Service Policy

#### ***General***

Vincent Associates Inc. is committed to excellence and equality in serving our customers. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

Vincent Associates Inc. put the following policies into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. Our accessible customer service policies are consistent with the following principles: independence, dignity, integration, and equality of opportunity for people with disabilities:

#### ***Inclusive Communication***

Vincent Associates Inc. will consider a person's disability when communicating with them. We will work with the person with a disability to determine what method of communication works for them.

#### ***Telephone Services***

We will offer to communicate with customers by other methods, e.g. email, if telephone communication is not suitable or not available.

#### ***Assistive Devices***

Vincent Associates Inc. is committed to serving people with disabilities who use assistive devices to obtain our services.

#### ***Service Animals and Support Persons***

We welcome persons with disabilities who are accompanied by a service animal. Service animals are allowed on the parts of our premises that are open to the public. In the event a service animal must be excluded by law, Vincent Associates Inc. will ensure that other measures are made available to enable the individual to access our services.

We welcome persons with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. No fee will be charged for support persons.

#### ***Billing***

Vincent Associates Inc. is committed to providing accessible invoices to all customers. For this reason, invoices can be provided in various formats, upon request: hard copy, large print, or e-mail.

We are happy to answer any questions that a customer may have about invoice content in person, by e-mail, or telephone.

#### ***Notice of Temporary Disruption***

Vincent Associates Inc. will notify customers in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. The clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities

or services, if available. Notice will be provided by posting the information at a conspicuous place at our facilities, on our web site or by another reasonable method based upon the circumstances.

The notice will be located at all public entrances and service counters.

### ***Feedback Process***

Vincent Associates Inc. welcomes feedback on the accessibility of our goods and services. Members of the public can provide feedback to Vincent Associates Inc. by: (1) e-mailing Vincent Associates Inc. at [hr@vincentinc.com](mailto:hr@vincentinc.com), (2) calling Vincent Associates Inc. at 416-445-5443 (3) providing in-person feedback to any of Vincent Associate Inc.'s staff, or (4) by completing a feed-back form that will be available at Vincent Associate Inc.'s offices.

### ***Customer Service Training***

Vincent Associates Inc. will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides services or facilities to customers on our behalf

Training will be provided on an on-going basis to employees as they are assigned applicable duties. Training will also be provided when there are changes to Vincent Associate Inc.'s practices, policies, or procedures.

### ***Training will include:***

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- Vincent Associate Inc.'s plan related to 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 our goods and services;

Vincent Associates Inc. will keep records regarding the training provided, including the dates on which training was provided and the individuals who completed the training.