



Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards

Ford Keast LLP, Client Service Policy for Providing Services to People with Disabilities

Our Commitment:

Ford Least LLP strives at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services, allowing them to benefit from the same services, in the same place and in a similar way as other clients.

Ford Keast is committed to meeting the needs of our clients, including people with disabilities and will do so in a timely manner. We are dedicated to providing a safe and supportive environment which is welcoming to all individuals including people with disabilities.

Ford Keast maintains its accessibility policies in a written format. They will be available to the public and will be provided in an accessible format if requested.

Our commitment is consistent with the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Human Rights Code*.

The firm's commitment includes welcoming individuals who may work with, or require:

- assistive devices
- communication which adapts to the individual's needs
- service animals who accompany individuals attending our office
- support persons

We are continually seeking solutions to enable accessibility to the services we provide.

Solutions and support may include:

- large print documents
- Sign language interpreter

Users of Service Animals and Support Persons

Ford Keast is committed to welcoming people with disabilities who are accompanied by a service animal in the areas of our premises which are open to the public (unless excluded by law) keeping in mind and accommodating firm staff, clients or guests who experience animal related allergies.

Ford Keast is committed to welcoming people with disabilities who are accompanied by a support person. At all times a person with a disability accompanied by a support person will be welcome to the premises. The firm will require a signed Acknowledgement and Authorization Form from the person with the disability should the personal support person be privy to any confidential written or verbal communicating between the firm and the person with the disability while upon the firm's premises.

Staff Training

We are committed to providing on-going training to all members of our team to serve all clients including individuals with disabilities. All firm partners and staff have completed, or complete within three months of joining the firm, a customer service training program which ensures everyone is trained in accordance with this policy.

Multi-Year Accessibility Plan

The firm maintains a multi-year accessibility plan. The plan will be reviewed and updated at least once every five years. It articulates the firm's commitment to removing barriers and preventing new ones. We will make it available to the public and produce it in an accessible format when requested.

The firm's Multi Year Accessibility plan is available for review via the links at the end of this document.

Communication

When providing information to, or communicating with, a person with a disability, we will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with individuals who are expert in support to specific disabilities and with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

Candidates for positions with Ford Keast LLP

We encourage submissions from persons with disabilities and will provide support throughout the recruitment process including accommodation that takes into account a candidates' accessibility needs.

Design of Public Spaces

We incorporate accessibility requirements under the IASR when building or redeveloping a public space identified under Accessibility Standard for the Design of Public Spaces.

Notice of Temporary Service Disruption

We know it is important to plan time and schedules, therefore, should any disruption of service occur, the disruption will be announced on our website on the firm's Home page and in this section of our website. This information will include expected service disruption time frames and regular updates upon new information availability.

Service Disruptions

There are no service disruptions at this time.

Client Feedback

It is important for us to know that we are serving the accessibility needs of all our clients. Should you have feedback, please complete the Client Feedback Form below and the firm's AODA Compliance Officer will respond to you. You can expect to hear from the firm within ten (10) business days of receipt. All feedback will be reviewed with all Partners of the firm.

You can provide your feedback by completing the attached AODA Customer Feedback Form and forwarding to:

Ford Keast LLP, AODA Compliance Officer

By phone:	519-679-9330, Ext 224
By email:	aodacomplianceofficer@fordkeast.com
By fax:	519-679-3204
By Canada Post or in Person	AODA Compliance Officer Ford Keast LLP 624 Maitland Street London, Ontario N6B 2Z9

AODA Customer Feedback Form

This form has been developed based on the provisions of the Accessibility of Ontarians with Disabilities Act, 2005, hereinafter referred to as "AODA" and has been developed for specific feedback and for the use of the firm of Ford Keast LLP.

Ford Keast is committed to providing excellent client service; service which adheres to each individual's right to dignity and respect.

We are dedicated to providing a safe and supportive environment which is welcoming to all individuals including people with disabilities. This commitment is consistent with the requirements of the *Accessibility for Ontarians with Disabilities Act* and the *Human Rights Code*.

Date:

Date/Time of Incident

Service, Event or Individual Involved

Did you have trouble accessing any of our services? _ Yes _ No _ Other

Were you pleased by the service you received by our staff? _ Yes _ No _ Other

Is there anything we can do to make it easier for you to access our services:

I am (please check one) ___ Client ___ Prospective Client ___ Other

Please provide details of your experience in the box below. Please attach additional sheets if required.

What could we do to improve the accessibility of our services? (Please attach additional sheets if required.)

All feedback will be reviewed by the AODA Compliance Officer in accordance with the firm's Customer Service Standard Policy. If the feedback you provide raises serious concerns with respect to our delivery of goods and services to persons with disabilities we will provide a response to your concerns within three (3) business days.

If you would like to hear from us, please provide your contact information in the space below. The AODA compliance Officer will respond to your comments in the format you request (or the most appropriate format where no request is made). Your contact information will only be used for this purpose.

NAME: _____

PREFERRED METHOD OF CONTACT: _____

Please include your contact information below (phone number, email address, mailing address):

For Office use only:

Customer Feedback Form received by AODA Compliance Officer on:
