

**Ginsberg Gluzman Fage & Levitz, LLP Chartered Accountants (GGFL)**

**Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
Ontario Regulation 429/07  
Customer Service Standard  
Policy & Procedures**

**Effective:** January, 2012

**Revised:** March, 2016

**Purpose**

In July, 2011 the Ministry of Community and Social Services launched integrated accessibility standards aimed at making Ontario fully accessible for 2025. Five standards were developed to remove barriers that individuals with disabilities face every day. The first of the five standards - Customer Service was introduced and applicable to private and not-for-profit organizations as of January, 2012.

**Scope:**

This policy applies to the delivery of all services in the Province of Ontario by GGFL, by any means including in person, by telephone, by mail, visually, verbally or by written means.

**Statement of Commitment**

GGFL is committed to providing its services in an accessible manner for persons with disabilities that respects dignity, independence, integration and equal opportunity. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

**POLICY:**

**1.0 Assistive Device**

Persons with disabilities may obtain use, or benefit from services by utilizing their own assistive devices but, if a person with a disability is hindered or prevented from accessing services using their assistive device, GGFL will consult with the person and accommodate them by providing an alternative wherever possible.

**2.0 Service Animal**

Service animals, such as, but not limited to guide dogs, hearing dogs, seizure response dogs, and other certified service animals shall be permitted entry to the GGFL facilities and meeting rooms that are open to the public, unless otherwise excluded by law. A person who is accompanied by a guide dog, service animal is responsible for maintaining care and control of the animal.

## Definition of a Service Animal (AODA 2005)

An animal is a service animal for a person with a disability

- If it is readily apparent that the animal is used by the person for reasons relating to his or her disability or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

A service animal is not a pet.

## Guide Dog

A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (Blind Persons' Rights Act 1990 s1 (1)).

## 3.0 Support Person

A Support Person shall be permitted entry to all GGFL facilities and meeting rooms that are open to the public, or as otherwise approved by the appropriate personnel.

If there is a charge to attend an event and fees are payable to a third party, a Support Person is permitted to attend the event at their own cost unless otherwise outlined by the third party. If fees are payable to GGFL, a Support Person is permitted to attend at no cost.

Where a Support Person is necessary to protect the health and Safety of the person with disabilities or the health or safety of others on the premises, the person with a disability shall be accompanied by a Support Person when on the premises.

Customers are required to provide their own Support Person(s).

## Definition of Support Persons (AODA 2005)

"Support Person" means, in the relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## 4.0 Notice of Temporary service disruption

GGFL will give notice of temporary disruptions to services or facilities used by persons with disabilities, including the reason(s) for the disruption and expected duration. The notice will be posted appropriately at the facility when appropriate. When the disruption is planned, advance notice will be provided.

## 5.0 Training

To create awareness and ensure compliance, AODA training shall be mandatory for all employees and/or volunteers who deal with the public and may act on behalf of GGFL.

Human Resources are responsible to ensure that all employees and contractors at the Firm receive the mandatory AODA training.

The AODA training focuses upon the Customer Service Standard, and includes training on the purpose of the Act and requirements of the Regulation, servicing customers with various types of disabilities, how to interact with persons who use an assistive device or require the assistance of a service animal or the assistance of a support person, information on GGFL's AODA Policy, and general information about AODA and other resources.

All new employees are required to complete the AODA training within the first two weeks of hire up to three months during our busy season. In addition, all employees will be required to receive additional training should it be deemed that there are material updates to the course and/or legislation/standards.

Records will be kept indicating the date and training provided, and the number of individuals to whom it was provided.

Third party organizations providing goods or services on behalf of GGFL to Ontarians shall provide relevant training, learning opportunities or direction to their employees and volunteers regarding their roles and responsibilities under the AODA.

## **6.0 Public Feedback process**

A simple to use, accessible process for customers to provide feedback or concerns is in place and will be posted on the GGFL AODA Website. At GGFL, we strive to improve accessibility for all of our valued clients. Comments on the manner in which we provide services to our clients with disabilities are welcomed and appreciated. Clients may provide feedback by using the Feedback Form and submitting to the GGFL AODA officer via e-mail, by phone, e-mail or in person. Feedback will be used to improve customer service where applicable.

Any questions about this AODA policy, the feedback process or availability of documents can be directed to:

Attention: AODA Officer  
Ginsberg Gluzman Fage & Levitz, LLP Chartered Accountants  
287 Richmond Road  
Ottawa, ON K1C 6X4  
E-Mail: [info@ggfl.ca](mailto:info@ggfl.ca)

This policy and its related procedures will be reviewed as required in the event of legislative changes.