

## Accessibility Policies

Skelton, Brumwell & Associates Inc. is committed to excellence in serving all customers.

Building on a foundation of commitment to accessibility Skelton, Brumwell & Associates Inc. continues to work with customers, staff, and the community to identify, prevent and remove barriers to participation to ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard.

In complying with *Ontario Human Rights Commission/Accessibility for Ontarians with Disabilities Act, 2005*, Skelton, Brumwell & Associates Inc. has made reasonable efforts to ensure that its policies and procedures are consistent with the principles defined by the Customer Service Standard, AOD.:

All goods and services at Skelton, Brumwell & Associates Inc. will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.

- Dignity: service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- Independence: when a person with a disability is allowed to do things on their own, without unnecessary help or interference from others.
- Integration and Equal Opportunity: service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with disability to access goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept inconvenience or lesser quality. Sometimes this may mean that the Skelton, Brumwell & Associates Inc. has to treat individuals slightly differently so that they can benefit fully from the services.

## Use of Assistive Devices

Assistive devices are devices that are used to assist a person in carrying out activities or in accessing the services of persons or organizations. Skelton, Brumwell & Associates Inc. is committed to service excellence and ensuring that everyone will benefit from a positive and helpful customer service experience.

A person may provide their own assistive device to access our products or services. It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times. Use of an assistive device will not be allowed in situations where Skelton, Brumwell & Associates Inc. has determined that

the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, Skelton, Brumwell may offer other reasonable measures to assist in obtaining, using and benefiting from Company goods and services, where Skelton Brumwell has such other measures available.

### Communicating with a Customer with a Disability

To communicate in an effectively, Skelton, Brumwell & Associates Inc. will make every reasonable effort to consider and respond to individual communications needs. Where appropriate, we ask a customer to identify the best way to communicate with them.

Skelton, Brumwell & Associates endeavours to make our communications as accessible as possible by:

- Staff training;
- Considering the all communications needs of people during the planning stage of services and communication development;
- Using plain language to make a document easier to read; and,
- Offering alternative communication formats that will meet the needs of the customer where requested.

### Use of Service Animals

Skelton, Brumwell & Associates Inc. is committed to welcoming customers who are accompanied by a trained, accredited service animal. A service animal may accompany a customer or any third party with a disability to all parts of our premises that are open to the public. Skelton, Brumwell & Associates Inc. ensures that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

The service animal owner is responsible for ensuring appropriate behavior and care of their service animal.

Skelton, Brumwell & Associates Inc. anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping the safety and comfort of all customers and service animals in mind.

Customers can contact our Office Coordinator at Skelton, Brumwell & .Associates Inc., 705-726-1141 or [mail@skeltonbrumwell.ca](mailto:mail@skeltonbrumwell.ca).

## Use of Support Persons

Skelton, Brumwell & Associates Inc. is committed to welcoming people who are accompanied by a support person. Any person who is accompanied by a support person is allowed to enter the Skelton, Brumwell & Associates Inc. premises with his or her 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 the Skelton, Brumwell & Associates Inc. premises.

## Notice of Temporary Service Disruption

Skelton, Brumwell & Associates Inc. is aware that temporary disruptions of services and programs may occur due to reasons that may or may not be within the control Skelton, Brumwell & Associates Inc. Skelton, Brumwell & Associates Inc. will make a reasonable effort to provide advance notice of the disruption to the customers, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

Notices will be made available through the following methods, as appropriate.

- Web site;
- Telephone recordings;
- Public service announcements;
- Intranet Site for staff and volunteers;
- Temporary signage;

In the event of an unexpected disruption, advance notice is not possible. In such cases, Skelton, Brumwell & Associates Inc. will provide notice as soon as it is possible to do so.

## Training for Staff

Skelton, Brumwell & Associates Inc. provides training to all employees and volunteers and all those who are involved in the development and approvals of customer service policies and procedures on providing goods and services to our customers. Skelton, Brumwell & Associates Inc. ensures that third parties and others, who deal with the public, have the required AODA training. New staff will receive training as part of their orientation to Skelton, Brumwell & Associates Inc. Staff will also be trained when changes are made to our Accessible Customer Service plan.

## Process to Receive and Respond to Feedback

Customers who wish to request information in a more accessible format or provide feedback on the way Skelton, Brumwell & Associates Inc. provides goods and services to people with disability may do so by email, telephone, mail or in person to

Skelton, Brumwell & Associates Inc.

125 Bell Farm Road, Suite 203

Barrie, ON L4M 6L2

Attention: Accessibility

Phone: 705-726-1141

[mail@skeltonbrumwell.ca](mailto:mail@skeltonbrumwell.ca)