



Accessible Customer Service Policy

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service*, under the *Accessibility for Ontarians with Disabilities Act, 2005* and applies to the provision of goods and services to the public or other third parties.

All goods and services provided by Foyston, Gordon & Payne Inc. (“FGP”) shall follow the principles of dignity, independence, integration and equal opportunity.

I. Assistive Devices

Foyston, Gordon & Payne Inc. welcomes individuals with disabilities to use assistive devices to obtain, use or benefit from FGP’s goods and services.

II. Communication

Foyston, Gordon & Payne Inc. will communicate with people with disabilities in ways that take into account their disability.

III. Service Animal

Foyston, Gordon & Payne Inc. welcomes service animals on premises.

IV. Support Person

Foyston, Gordon & Payne Inc. welcomes support person on premises. In situations where confidential information might be discussed, FGP will obtain consent from the client, prior to any conversation to take place.

V. Notice of Temporary Disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Foyston, Gordon & Payne Inc. In the event of any temporary disruptions to facilities or services that customer’s with disabilities rely on to access or use Foyston, Gordon & Payne Inc. goods and services, reasonable efforts will be made to provide notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

VI. Feedback Process

Foyston, Gordon & Payne Inc. shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. All feedback will be directed to Manager of Administration and will respond to all concerns in a timely manner. Clients that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on their concerns or their complaints.

Customers can submit feedback to:
Manager of Administration
(416) 362-4725
1 Adelaide Street East, Suite 2600
P.O. Box 200
Toronto, ON M5C 2V9
kcook@foyston.com
www.foyston.com

VII. Training

Training will be provided to all employees. Training will also be provided to those who are involved in the development of FGP's policies, procedures and practices regarding the provision of goods and services.

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 FGP's policies, procedures and practices.

Training will include:

- An overview of the requirements under the Accessibility for Ontarians with Disability Act and 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 support person;
- What to do if a person with disability is having difficulty accessing FGP's services.

Foyston, Gordon & Payne Inc. will keep a record of training that includes the dates training was provided.

We welcome your Feedback!

To contact us with your feedback, please email us with your comments at:
reception@foyston.com