

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Mackay Brehm & Smith, Chartered Accountants, Professional Corporation is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **Mackay Brehm & Smith, Chartered Accountants, Professional Corporation** will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the outside entrance to our business.

Training

Mackay Brehm & Smith, Chartered Accountants, Professional Corporation will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained: All employees.

This training will be provided to staff within six months after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Mackay Brehm & Smith, Chartered Accountants, Professional Corporation'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
- How to use any equipment on site designed to assist persons with disabilities.
- What to do if a person with a disability is having difficulty in accessing **Mackay Brehm & Smith, Chartered Accountants, Professional Corporation's** services.

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way **Mackay Brehm & Smith, Chartered Accountants, Professional Corporation** provides services to people with disabilities can write or email our company, or simply inform one of our managers of their concerns. All feedback, including complaints, will be promptly considered by the shareholders of our corporation. Customers can expect to hear back in 90 days.

Notice of availability

Mackay Brehm & Smith, Chartered Accountants, Professional Corporation will notify the public that our policies are available upon request by making an announcement on our website and by providing a copy upon request at our reception desk.

Modifications to this or other policies

Any policy of **Mackay Brehm & Smith, Chartered Accountants, Professional Corporation** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.