

# **Filion Wakely Thorup Angeletti LLP's**

## **Accessible Customer Service Plan**

### Providing Goods and Services to People with Disabilities

Filion Wakely Thorup Angeletti LLP ("FWTA") is committed to excellence in serving all customers, including people with disabilities.

#### **1. Purpose**

The purpose of the Accessible Customer Service Plan (the "Plan") is to ensure that FWTA provides goods and services in accordance with the principles below and complies with the *Accessibility for Ontarians with Disabilities Act, 2005*.

FWTA will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its services to persons with disabilities are consistent with the following principles:

- goods and services are provided in a way that respects the dignity and independence of persons with disabilities;
- persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients;
- persons with disabilities have opportunities equal to others to obtain, use and benefit from FWTA's goods or services.

#### **2. Definitions**

**"Customers"** means clients and members of the public and other third parties to whom FWTA provides legal services.

**"Disability"** means,

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or

- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“**Guide dog**” means a dog trained as a guide for a person who is blind or visually impaired.

“**Service animal**” means an animal for a person with disabilities where it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where the person provides a letter from a physician or nurse confirming that the he or she requires the animal for reasons relating to the disability.

“**Support person**” means, in relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

### 3. **Providing goods and services to persons with disabilities**

FWTA is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by,

- communicating with persons with disabilities in ways that take into account their disability.
- serving persons with disabilities who use assistive devices. FWTA will provide its staff with training on how to use the assistive devices available on FWTA’s premises.
- ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of FWTA with the animal and to keep the animal with them, unless the animal is excluded by law from the premises.
- ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the Firm’s premises with their support person.

### 4. **Service animals**

A person with disabilities may be accompanied by a guide dog or other service animal when on FWTA’s premises. In the event that service animals are excluded by law from the premises, the firm will provide other resources or supports to enable the person with disabilities to access the services and goods offered by FWTA.

### 5. **Support persons**

Person with disabilities may enter FWTA premises with a support person and have access to the support person while on the premises.

FWTA does not charge fees for support persons or if fees are charged for admission to the premises (e.g. special events), FWTA shall provide notice of the amount in advance.

FWTA may require persons with disabilities to be accompanied by a support person when on the premises, but only if 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.

## 6. **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (including the elevators in our building and the automatic doors in our washrooms), FWTA will notify affected 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 in the reception area of our law firm.

## 7. **Training for staff**

FWTA will provide training to all staff and lawyers at the firm.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- FWTA's Plan.
- 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
- What to do if a person with a disability is having difficulty accessing FWTA's goods and services

All new staff will be trained. Staff will also be trained when changes are made to the Plan.

## 8. **Feedback process**

FWTA welcomes any feedback regarding the methods it uses to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise to Les Neilson at 416-408-3221; [lnilson@filion.on.ca](mailto:lnilson@filion.on.ca); or Suite 2601, 150 King St. W. Toronto, Ontario, M5H 4B6.

Complaints may be made in writing to Les Neilson at [lnilson@filion.on.ca](mailto:lnilson@filion.on.ca); or Suite 2601, 150 King St. W. Toronto, Ontario, M5H 4B6. Every complaint will be reviewed and assessed by FWTA's Accessibility Committee. Where possible, the Accessibility Committee will address the issues raised in the complaint. If a complaint cannot be addressed, the Accessibility Committee will advise the complainant.

If anyone has a question about this Plan, or if the purpose of the Plan is not understood, please contact Les Neilson at 416-408-3221; [lnilson@filion.on.ca](mailto:lnilson@filion.on.ca); or Suite 2601, 150 King St. W. Toronto, Ontario, M5H 4B6.

## 9. **Modifications to this or other policies**

Changes will not be made to this Plan unless the impact of the changes on persons with disabilities has been considered.

Any policy of FWTA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. We have reviewed our current policies and are satisfied that no such modification or removal is required at the present time.

## 10. **Maintenance of documents**

FWTA will maintain this Plan, which includes our policies, practices and procedures with respect to the following:

- use of support persons;
- use of guide dogs or service animals;
- the steps to be taken in connection with a temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- the feedback process.

FWTA will notify persons to whom it provides goods and services of its Plan, by posting the information at a conspicuous place on FWTA's premises, on FWTA's website or by such method as is reasonable in the circumstances.

When required under this Plan to give information or a document to a person with disabilities, FWTA will provide the document or information in a format that takes into account the person's disabilities.