

# Customer Service Policy

Hoyes Michalos & Associates is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the services we provide our clients. With this in mind, we are continuously taking steps to improve the overall accessibility of Hoyes Michalos & Associates.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Hoyes Michalos & Associates wishes to make available our client service policy:

## OUR COMMITMENT

It is the policy of Hoyes Michalos & Associates that all of our locations are committed to providing accessibility and equitable client service to each and every one of our diverse and valued clients. We strive to operate our locations so that they are accessible to all persons with disabilities, and we are committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

## USE OF SERVICE ANIMALS AND SUPPORT PERSONS

### **Service Animals**

Persons with disabilities may enter any Hoyes Michalos & Associates premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting Hoyes Michalos & Associates, it is the responsibility of the person with a service animal to control the animal at all times.

In the event a Hoyes Michalos & Associates employee or client is allergic to animals, alternative arrangements will be negotiated.

### **Support Persons**

Persons with disabilities may enter Hoyes Michalos & Associates premises accompanied by a support person and may have access to that support person at all times.

Hoyes Michalos & Associates may require a person with a disability to be accompanied by a support person while on Hoyes Michalos & Associates premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

## NOTICE OF TEMPORARY DISRUPTION

Hoyes Michalos & Associates will make reasonable effort to provide clients with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, and its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption.

In order to make information accessible, the signs and printed notices should be clearly laid out. The signs and printed notices will be displayed prominently at the entrance to the Hoyes Michalos & Associates location.

## TRAINING FOR PARTNERS

Hoyes Michalos & Associates will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided on a continuous basis to all newly hired employees of Hoyes Michalos & Associates as part of our onboarding process.

A record of training received by Hoyes Michalos & Associates employees will be kept by the human resources department. Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about Hoyes Michalos & Associates policies and procedures pertaining to the provision of Hoyes Michalos & Associates services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty accessing a Hoyes Michalos & Associates location;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person;

## ACCESS TO PUBLIC INFORMATION

If requested, we will accommodate any requests to make our public information accessible to any person.

## FEEDBACK PROCESS

Hoyes Michalos & Associates welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Hoyes Michalos & Associates will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. **All clients and/or staff can submit feedback or questions to: Ted Michalos via e-mail at [ted@hoyes.com](mailto:ted@hoyes.com) or by telephone at 1-866-747-0660.**

## MODIFICATIONS TO THIS OR OTHER POLICIES

Hoyes Michalos & Associates is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Hoyes Michalos & Associates retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.