

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Robertson, Eadie & Associates Ltd. is committed to excellence in serving all customers including people with disabilities. We respond to any request from a disabled person on an individual basis. If an employee is unable or unsure how to assist an individual, then the request is handled by the partner in charge of the account. The partner will determine the appropriate action to be taken in order to accommodate the disabled person's individual needs.

Assistive devices

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

Accessible Formats and Communication Supports

We will communicate with people with disabilities in ways that take into account their disability. If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs – at no additional cost to them.

If we are not able to meet the person's particular requirement in a reasonable timeframe, we will inform them and will work with them to determine an alternate communication method.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on all of our premises.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on all of our premises.

In situations where confidential matters will be discussed, the support person may be asked to provide evidence of their official role or sign a confidentiality agreement. The role of the support person must be agreed to in advance of the meeting.

We will notify customers of this by posting a notice in the following location(s): company website:
www.re-a.com

Service Disruption

We make every effort to accommodate our clients by attending meeting at our client's place of business.

Our building is not equipped with an elevator. In the event that there is a meeting at our location, our ground floor office can accommodate individuals with a disability that precludes them from using stairs as it provides easy access to a boardroom and washroom.

We will always try to make alternative arrangements to provide service where possible.

Training

Robertson, Eadie & Associates Ltd. will provide accessible customer service training to all employees.

Staff will be trained on Accessible Customer Service within one week of being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- Robertson, Eadie & Associates Ltd.'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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
 - what to do if a person with a disability is having difficulty in accessing Robertson, Eadie & Associates Ltd.'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 Robertson, Eadie & Associates Ltd. provides goods and services to people with disabilities can provide feedback in the following way(s):

- by phone
- in writing
- in person

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

All feedback, including complaints, will be handled in the following manner:

All feedback and complaints will be reviewed by the partners of the company. Complaints, if any, will be resolved to the best of our ability and Robertson, Eadie & Associates Ltd.'s plan will be revised to reflect any needed changes. Employees will be notified of any changes.

Notice of availability

Robertson, Eadie & Associates will notify the public that our documents related to accessible customer service, are available upon request by posting a notice on our company website www.re-a.com

Modifications to this or other policies

Any policy, practice or procedure of Robertson, Eadie & Associates Ltd. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.