



EXCELLENCE IN OUR COMMUNITY

Accessibility Standard for Customer Service Plan

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

SmithValerioté Law Firm LLP (SmithValerioté) is committed to excellence in serving all customers including people with disabilities.

ASSISTIVE DEVICES

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our 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.

NOTICE OF TEMPORARY DISRUPTION

SmithValerioté will give notice of temporary disruptions to service or facilities used by persons with disabilities including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice shall be posted prominently at the facility and on the Firm's web site when appropriate. When the disruption is planned, advanced notice will be provided where possible.

TRAINING FOR STAFF

Training is required for staff that interact with our customers/clients on behalf of the Firm, or who are involved in developing policies, practices and procedures.

The training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the

requirements of the customer service standard;

- the core principles of customer service which include; independence, dignity, integration, and equality of opportunity;
- SmithValeriot'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 utilize assisted devices that are available at the offices of SmithValeriot,
- What to do if a person has difficulty accessing the services provided by SmithValeriot.
- Training will be provided to new employees as soon as possible but within three (3) months of their start date.

FEEDBACK PROCESS

SmithValeriot is committed to ensuring that its services meet optimum standards of accessibility for people with disabilities using the facilities and services of our offices.

An accessible, simple to use system of providing feedback and complaints will be made available through a range of service channels. Feedback may be submitted to the Director of Administration by any of the following methods:

In Person:

105 Silvercreek Pkwy. N.
Suite 100 Guelph, On N1H 6S4

By Mail:

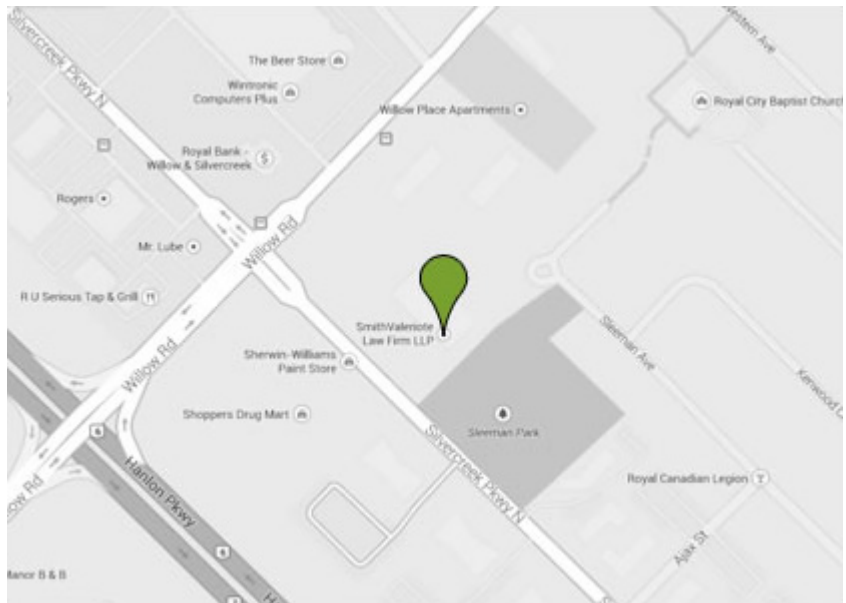
P.O. Box 1240
Guelph, On N1H 6N6

By Phone or Fax:

Phone: 519 837 2100
Toll Free: 1 800 746 0685
Fax: 519 837 1617

By Email:

guelpinfo@smithvaleriot.com



Complaints will be addressed and Clients can expect to hear back within 2 weeks of submitting their feedback.