

PROVIDING SERVICES TO PEOPLE WITH DISABILITIES (AODA)

Micacchi Warnick & Company Professional Corporation (MW&Co.) is committed to serving all customers including people with disabilities. In keeping with our principles of creating a safe, open and approachable environment our services will be provided in a manner that respects the dignity and independence of all customers. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the services provided by and on behalf of MW&Co.

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. We offer a number of methods of communication which will promptly be provided to clients as requested.

Available communication methods include:

- Fully accessible telephone service including TTY and Bell Relay
- Video conferencing
- Written communications in various formats including hard copy, large print and email

We also train our people to adapt to the communication needs of our clients.

Please feel free to ask us if there is a specific communication method you require and we will do our best to accommodate you.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on 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.

Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, or verbal communication.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, MW&Co. 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 our Woodstock office at 35 Perry St. in Woodstock Ontario and at our Ingersoll office at 45 King St W in Ingersoll Ontario as well as on our website at www.mwcopc.com.

Training for Staff

MW&Co. will provide training to employees who deal with the public.

Those positions requiring training include: Client Service Coordinators, Accounting staff, Co-operative education students, Administrative staff, Managers and Partners.

This training will be provided to staff as part of a training seminar for existing staff and will become part of MW&Co orientation procedures for all new hires.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- MW&Co's accessible customer service 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
- How to use the any equipment that may help with providing services to people with disabilities
- Training on documentation needed if a support person is required
- What to do if a person with a disability is having difficulty in accessing MW&Co's services

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

Feedback Process

Customers who wish to provide feedback on the way MW&Co. provides services to people with disabilities can do so via e-mail (karen.raymond@mwcopc.com), verbally or through our website at www.mwcopc.com. All feedback will be directed to Karen Raymond. Customers can expect to hear back in 2 business days. Complaints will be addressed according through our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of MW&Co. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.