



Accessibility Standard for Customer Service

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Fontaine and Associates is committed to serving all customers and respects the dignity and independence of the individuals with disabilities.

Assistive Devices

We will use reasonable efforts to ensure access to our services respecting our clients' needs for assistive devices. If required, arrangements will be made for those clients unable to access our offices.

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 in 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. As our clients will need to divulge personal and financial information, our clients will need to authorize us to discuss such matters in the presence of the support person.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities, Fontaine and Associates 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 posted on the door at our office location and clients scheduled for appointments will be called and informed of the temporary disruption.

Training for staff

Fontaine and Associates will provide training for employees who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained: Trustees, Administrators, Counsellors, Administrative staff, Support staff, Students and third parties who may be contracted to perform client services on behalf of Fontaine and Associates.

This training will be provided to staff within 30 days of hire or contract.

Training will include:

- An overview (synopsis) of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Fontaine and Associates' 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
- What to do if a person with a disability is having difficulty in accessing Fontaine and Associates' services.

Staff will also be trained when changes are made to the plan.

Feedback process

Customers, who wish to provide feedback on the way Fontaine and Associates provides services to people with disabilities can mail, e-mail, call or discuss in person.

All feedback will be directed to the Company's Head Office in Sudbury, Ontario. The feedback / comments will be reviewed, modified and implemented where necessary.

Once the feedback is received at our Head Office, Customers can expect to hear back within 10 business days .

Complaints will be addressed according to our organization's regular complaint management procedures.

Head Office

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