



Small town values. Downtown expertise.

P.O. Box 127, 145 Main Street East  
Listowel, ON N4W 3H2  
Tel: (519) 291-3040 Fax: (519) 291-1850  
Email: [info@w-u.on.ca](mailto:info@w-u.on.ca)  
[wardanduptigrove.com](http://wardanduptigrove.com)

## Accessibility Standard for Customer Service

### CUSTOMER SERVICE PLAN

Ward & Uptigrove is committed to excellence in serving all clients including people with disabilities.

#### **Assistive Devices:**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients 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 in our front meeting rooms and front offices.

Note: there is a ban on pit bulls born after August 29, 2005 in Perth County. Pit bulls affected by this ban will not be allowed on 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 our premises.

We will notify customers of this through a notice posted on our premises at our front desk and on our company website ([www.wardanduptigrove.com](http://www.wardanduptigrove.com)).

#### **Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities Ward & Uptigrove will notify clients 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 front reception desk and posted on our website ([www.wardanduptigrove.com](http://www.wardanduptigrove.com)).

#### **Training for Staff:**

Ward & Uptigrove will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.



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Individuals in the following positions will be trained:

- Partners
- Principals
- Reception Staff
- Consulting Staff

This training will be provided to staff during orientation, typically within 30 days of being hired with Ward & Uptigrove.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, and the requirements of the customer service standard
- Ward & Uptigrove 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 support person
- What to do if a person with a disability is having difficulty in accessing Ward & Uptigrove goods and services.

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

**Feedback Process:**

Clients who wish to provide feedback on the way Ward & Uptigrove provides services to people with disabilities can provide feedback verbally or in written format. All feedback will be directed to Firm Administrator.

Clients can expect to hear back within 30 days.

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

**Modifications to this or Other Policies:**

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