

## **Accessibility for Ontarians with Disabilities Act 2005 (AODA)**

The goal of AODA is to develop mandatory, province-wide standards to achieve or improve accessibility to people with disabilities. The purpose of this policy is to outline the responsibilities of employees who deal with clients or other third parties on behalf of Cadesky and Associates LLP in providing services to people with disabilities.

Cadesky & Associates LLP (“Cadesky”) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

### **POLICY**

Cadesky is committed to excellence in serving all clients including people with disabilities. This commitment is demonstrated in the areas of:

1. **Communication:** We communicate with people with disabilities in ways that take into account their disability. We train our employees who communicate with clients on how to interact and communicate with people with various types of disabilities.
2. **Telephone services:** We are committed to providing fully accessible telephone service to our clients. We train our employees to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.
3. **Assistive devices:** We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.
4. **Billing:** We are committed to providing accessible invoices to all of our clients. Invoices will be provided in alternative format upon request. We will answer any questions clients may have about the content of the invoice in person, by telephone or email.
5. **Use of service animals and support persons:** We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees and others dealing with the public are properly trained in how to

interact with people with disabilities who are accompanied by a service animal.

We are also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Cadesky offices with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

6. **Notice of temporary disruption:** Cadesky will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## **TRAINING**

Cadesky will train all employees and others who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats to all employees. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client 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 learn about the use of various assistive devices;
- What to do if a person with a disability is having difficulty in accessing Cadesky services; and
- Employees will also be trained on an ongoing basis when changes are made to these policies, practices and/or procedures.

## **FEEDBACK PROCESS**

The ultimate goal of Cadesky is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. A Client Feedback Form is available. Please send the completed form to [salbia@cadesky.com](mailto:salbia@cadesky.com).

Thank you!



### **Customer Service Feedback Form (AODA)**

Thank you for your interest in Cadesky & Associates LLP. We value all of our clients and strive to meet everyone's needs. We appreciate your feedback.

**1. Were you satisfied with the customer service we provided you?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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If No, please explain:

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**2. Was our customer service provided to you in an accessible manner?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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If No, please explain:

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**3. Did you experience any problems accessing our services?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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If Yes, please explain:

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Optional information – Please complete only if you wish to be contacted.

Your Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_