

Accessible Customer Service Policy

Cohn & Wolfe is 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 manner as with all our clients.

Communication

Cohn & Wolfe will provide communications counsel, documentation, and invoicing, etc. to all of our clients in formats suitable to their needs. We will answer any questions clients have about our services and invoicing in person, by email, by telephone or by other means if telephone communication is not suitable to our clients' communication needs or is not available.

Assistive Devices

Cohn & Wolfe welcomes people with disabilities who use assistive devices to obtain, use, or benefit from our services. We will ensure that our staff are trained and are familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Service Animals and Support Persons

Cohn & Wolfe also welcomes into our reception and/or boardrooms people with disabilities who are accompanied by a guide dog, service animal or a support person. At no time will a person with a disability who is accompanied by a guide dog, service animal or support person be prevented from having access to his or her guide dog, service animal or support person while on our premises. A personal support person may be required to sign a confidentiality agreement.

Notice of Temporary Disruption

Cohn & Wolfe 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 to access our services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notices regarding the disruption of accessible washroom facilities will be placed at our reception desk as well as on the entrance to the washrooms.

Training for Staff

Cohn & Wolfe will provide training to all members of our Firm, including those who are involved in the development and approval of policies, practices and procedures for the provision of our services. Training will be provided as soon as reasonably possible after new members to our Firm commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 Cohn & Wolfe's services
- Cohn & Wolfe's policies, practices and procedures relating to the customer service standard

Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Availability of Documentation in Other Forms

Cohn & Wolfe will endeavour to provide its Accessible Customer Service Policy and all other documentation provided to clients in other formats where requested. These formats may include CD-ROM, Braille, large print, etc.

Feedback or Questions About This Policy

Feedback regarding the way Cohn & Wolfe provides services to people with disabilities or questions about this policy can be made by phone, email, in person, or by regular mail by contacting the HR Representative in our [Toronto](#) or [Ottawa](#) offices. Cohn & Wolfe will endeavour to respond to clients as soon as possible.