

# IFDS ACCESSIBLE CUSTOMER SERVICE POLICY & PLAN

## 1. BACKGROUND AND PURPOSE

The IFDS Accessible Customer Service Policy is made under the Accessibility Standards for Customer Service Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). The objective of the Accessible Customer Service Policy is to identify, develop and implement accessible standards to improve access to the Company services to persons with disabilities.

## 2. OUR COMMITMENT

IFDS strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. IFDS is committed to providing persons with disabilities the same opportunity to access our services and to benefit from these services in the same place and in a similar way as other persons. IFDS will strive to ensure that its policies, practices and procedures are consistent with the following core principles outlined in the AODA:

**Dignity** - Services are provided in a manner that is respectful to a person's disability.

**Independence** - Services are provided in a manner that respects a person's right to do for him/herself and to choose the way he/she wishes to receive the goods and services.

**Integration** - Services are accessible in an inclusive manner with full participation as the ultimate goal.

**Equal Opportunity** - Services are provided in a manner that allows persons with disabilities the same chances, options, benefits and results as others.

## 3. SCOPE

The IFDS Accessible Customer Service Policy applies to all of our associates, third party contractors and visitors.

## **4. POLICY**

### **4.1 Communication with Persons with Disabilities**

IFDS will communicate with persons with disabilities in a manner that takes into account the person's disability. IFDS will provide training to all current and future employees and volunteers with respect to how to interact and communicate with persons with various types of disabilities.

#### **4.1.1 Telephone Services [or other communication related service]**

The Company is committed to providing fully accessible telephone services. The Company will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. The Company will offer to communicate with clients by email if telephone communication is not suitable to their communication needs, or is not available.

### **4.2 Assistive Devices and Technologies**

Assistive devices or technologies are permitted and unrestricted in all areas of IFDS to which employees and the public have access. IFDS is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our services. IFDS will strive to ensure that associates are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing the Company's services. The provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

### **4.3 Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **4.4 Support Persons**

IFDS welcomes staff, employees and visitors who are accompanied by a support person when the support person has been hired or chosen by the person with the disability to accompany them in order to assist in accessing services and/or for the purposes of providing support with mobility, personal assistance and/or communication. Fees will not be charged for support persons for admission to IFDS premises.

### **4.5 Notice of Planned or Unplanned Disruption in Services and Facilities**

IFDS will take reasonable steps to report any planned or unplanned service disruption affecting employees, visitors, contractors or members of the general public. We will report such disruption in a timely fashion through our Corporate Communication channels.

## **5. TRAINING**

IFDS shall provide training in respect of the AODA and Accessible Customer Service Standard to all current employees, volunteers and third parties and, in particular, to those providing services and who are involved in the development and approval of customer service policies, procedures and practices. New employees will be provided such training as part of their orientation. Training will include the following:

- Overview of the Accessibility for Ontarians with Disabilities Act (“AODA”);
- Overview of the Customer Service Standard;
- What are Considered Disabilities and what are Barriers?
- Service Animals, Support Persons and Assistive devices
- How to Interact and Communicate with Persons with Disabilities
- Actions Taken by IFDS Canada.

## **6. FEEDBACK PROCESS**

Feedback about the delivery of services to persons with disabilities is welcomed as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing, or by e-mail. The Company will make best efforts to provide a response in the same format in which the feedback was received within a reasonable time.

Some feedback may require more effort to be properly addressed and may need to be reviewed before an action is taken. The Company will endeavour to respond within a reasonable time.

Information about the feedback process will be posted on our website at [www.ifdsgroup.com](http://www.ifdsgroup.com).

Feedback may be provided directly to:

Dennis Gregoris  
VP, Compliance & Chief Privacy Officer  
30 Adelaide Street East, Suite 1,  
Toronto, Ontario, M5C 3G9

Tel: +1 416-506-8012  
E-mail: [dgregoris@ifdsgroup.com](mailto:dgregoris@ifdsgroup.com)