



MATRIX FOUR

Accessible Customer Service Plan

January 1, 2020

Providing Goods and Services to People with Disabilities

Our firm is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or 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 on the 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. Fees will not be charged for support persons

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities we 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 placed at the entrance to our location and on our washrooms.

Training

Matrix Four Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. All staff will be trained commencing 1 week after starting employment.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard Matrix Four Ltd.'s 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

Feedback process

Customers who wish to provide feedback on the way Matrix Four Ltd. provides goods and services to people with disabilities can email, write or telephone with their feedback. All feedback will be handled directly by the Health and Safety Committee. Customers can expect to hear back within seven working days.

Partner, Health and Safety