

Accessible Client Service Plan

Providing Goods and Services to People with Disabilities

Mackesy Smye LLP and Haymarket Management Inc. are committed to excellence in serving all clients including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with the various assistive devices we have on site or that we provide that may be used by clients with disabilities while accessing our goods or services.

Communication

We will communicate respectfully 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 clients with disabilities, Haymarket Management Inc. or Mackesy Smye LLP will notify clients promptly. A 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 on our front door.

Training

Haymarket Management Inc. and Mackesy Smye LLP will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Lawyers, Legal Secretaries, Receptionist and Law Clerks

This training will be provided to staff at the time they are hired and will be refreshed whenever a client with a disability is represented by the law firm.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Haymarket Management Inc.'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
- How to use the wheelchair ramp and door opening paddles.
- What to do if a person with a disability is having difficulty in accessing Mackesy Smye LLP or Haymarket Management Inc.'s goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Mackesy Smye LLP and or Haymarket Management Inc. provides goods and services to people with disabilities can do so by e-mail or verbally.

All feedback, including complaints, will be directed to either a Partner or our Administrator Clayton Straughan.

Customers can expect to hear back from us within 2 days.

Modifications to this or other policies

Any policy of Mackesy Smye or Haymarket Management Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.