

## ACCESSIBLE CUSTOMER SERVICE PLAN

Matrix Solutions Inc. is committed to excellence in serving all clients, including people with disabilities.

### 1 ASSISTIVE DEVICES

We will ensure that our employees are trained and familiar with 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.

### 2 COMMUNICATION

We will consult with the person with a disability to determine the method of communication that works for them and communicate with people with disabilities in ways that take into account their disability.

### 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. We have the right to refuse access to areas that would pose danger/harm to any service animal; we will work with the customer to allow access as safely as possible (i.e., photographs, drawings).

### 4 SUPPORT PERSONS

A person with a disability who is accompanied by a support person is welcomed to have that person accompany them on our premises. We do not charge any individuals for admission into our facilities.

### 5 NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services of facilities for customers with disabilities, Matrix will notify customers promptly, and reasonable efforts will be made to provide advance notice whenever possible. 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.

This notice will be placed at the front entrance of our main reporting offices, and/or on our website.

### 6 TRAINING

Matrix will provide accessible customer service training to employees, and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Positions that require training: all employees who deal with customers or clients, including: administrative staff, project staff, supervisors, managers, co-op students and any seasonal workers that will work within the project delivery area.

Training will include the following:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- Matrix plan related to the Customer Service Standards
- information about how to interact and communicate with people with various types of disabilities
- information about 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 various equipment or devices that may help with providing goods or services to people with disabilities
- what to do if a person with a disability is having difficulty in accessing Matrix goods and services

This training will be provided within 3 months of an employee's start date, and when any changes are made as soon as is practicable.

## **7 FEEDBACK PROCESS**

Customers who wish to provide feedback on the way Matrix provides services to people with disabilities can do so through various methods, including but not limited to: in person, by telephone/teletypewriter, or in writing, either by standard mail or electronically by e-mail to [accessibility@matrix-solutions.com](mailto:accessibility@matrix-solutions.com).

All feedback, including complaints, will be directed to the appropriate department head and review/discussion with the facilities management.

Clients can expect to hear back as soon as reasonably possible or to a maximum of ten (10) working days.

## **8 NOTICE OF AVAILABILITY**

Matrix will clearly post a notice at the front entrance of our main reporting offices and/or on our website to let clients know they can request documents related to our accessibility customer service plan.

## **9 MODIFICATIONS TO THIS OR OTHER POLICIES**

Any policy of Matrix that does not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed. Matrix retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.