

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 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 will be allowed to have that person accompany them on our premises. We do not charge any individuals for admission into our facilities and therefore will not ask for a fee for this person to accompany them.

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. 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 salaried 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.

This training will be provided within 3 months of an employee's start date.

Training will include the following:

- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- Matrix plan related to the customer service standard
- 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

Employees will also be trained when any changes are made to this accessible customer service plan.

7 FEEDBACK PROCESS

Customers who wish to provide feedback on the way Matrix provides services to people with disabilities can do so either in person or in writing, by e-mail: 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 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.