

## **ACCESSIBLE CUSTOMER SERVICE**

### **PROVIDING SERVICES AND PROGRAMS TO PEOPLE WITH DISABILITIES**

#### **OUR MISSION**

The mission of Chartered Professional Accountants of Ontario (“CPA Ontario”) is to foster public confidence in the CPA profession by acting in the public interest and helping our Members excel.

#### **OUR COMMITMENT**

In fulfilling our mission, CPA Ontario is committed to providing its services and programs in a manner that respects the dignity and independence of persons with disabilities. This commitment involves ensuring that persons with disabilities are afforded the same opportunities to access our services and programs, allowing them to benefit from the same services, in the same place and in a similar way as other Members of CPA Ontario and public with whom we interact.

#### **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

It is CPA Ontario’s goal to create an environment that is inclusive of all persons. CPA Ontario strives to maintain excellence in the provision of its services and programs to Members, the public and third-parties, including persons with disabilities.

##### **Assistive Devices**

Persons with disabilities may use their own personal assistive devices while accessing CPA Ontario’s services and programs. In addition, we ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities.

CPA Ontario staff will not interfere with the use of assistive devices by persons with disabilities unless permission from the owner is granted.

It is the responsibility of the person with a disability to ensure that his/her assistive device is in working order and is operated in a safe and controlled manner at all times.

##### **Communication**

CPA Ontario will communicate with persons with disabilities in a manner that takes into account their disability.

Pursuant to obligations set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), all required documents, including policies, procedures, practices and programs, are available upon request.

### **Service Animals**

Persons with disabilities accompanied by service animals trained to assist people with disabilities are permitted access to all public areas of CPA Ontario's premises during hours of operation.

CPA Ontario staff will not interact with service animals unless permission is granted by the owner.

While on CPA Ontario's premises, the service animal is to remain with the owner at all times. The owner is responsible for the service animal's control and stewardship at all times.

All reasonable efforts will be made to welcome a person with a support animal. In the event that the service animal is prohibited by law or a demonstrable objection is raised by another person in the presence of the service animal, alternative methods of assistance to allow the person to receive the service or program will be considered. Each situation will be assessed in consultation with the owner on a case-by-case basis.

### **Support Persons**

Persons with disabilities accompanied by a support person are permitted access on CPA Ontario's premises together with their support person.

Consent from the person with the disability is required when communicating private issues related to the person with the disability, in the presence of a support person.

Where fees are charged to attend a CPA Ontario program, CPA Ontario will provide advance notice of applicable fees, if any, relating to the support person's attendance.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, CPA Ontario will make the disruption known via messages posted on CPA Ontario's website at [www.cpaontario.ca](http://www.cpaontario.ca) and/or notices posted in the building/office regarding disruption of access to meeting rooms, elevators and other facilities. Notices will state the reason for the disruption, its anticipated length of time, and a description of alternative services, if available.

### **Training for Staff**

All CPA Ontario staff who provide direct customer service, as well as others who deal with Members of the public or other third parties on behalf of CPA Ontario or who are involved with developing CPA Ontario's policies, procedures, practices and programs, must receive customer service training. This training includes the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of 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 support person.
- What to do if a person with a disability is having difficulty in accessing CPA Ontario's services and/or programs.

This training will be provided to new employees as soon as practicable after the commencement of their employment.

Staff will also be trained when changes are made to CPA Ontario's policy on providing services and programs to people with disabilities.

### **Feedback Process**

CPA Ontario welcomes feedback on the provision of its services and programs to persons with disabilities. Feedback may be provided in person at CPA Ontario, by telephone, in writing, or by electronic text. Contact information is contained below.

### **Feedback Review Process**

Our aim is to provide a prompt and effective response to all feedback that is received. All feedback will be acknowledged and reviewed by a CPA Ontario staff member. Feedback is tracked and analyzed to facilitate continuous improvement in the way we provide service to persons with disabilities.

If the feedback requires a response, it will be directed to the responsible individual or service area for review and necessary action. Such feedback will be acknowledged and responded to within ten (10) working days using the same means of communication that was used to provide the feedback.

### **Online:**

E-mail: [accessibility@cpaontario.ca](mailto:accessibility@cpaontario.ca)

### **In writing:**

Chartered Professional Accountants of Ontario  
c/o Human Resources  
69 Bloor St. East  
Toronto, ON M4W 1B3

### **By phone:**

Telephone: 416-962-1841  
Toll free: 1-800-387-0735

### **In person:**

CPA Ontario's regular business hours are Monday to Friday, from 8:30am to 5:00pm.

### **Modifications to this or other policies**

CPA Ontario will review and modify any of its policies, procedures, practices or programs that are not consistent with this commitment.

*Date: January 1, 2012*