

PROVIDING SERVICES TO PEOPLE WITH DISABILITIES:

Municipal Tax Equity (MTE) Consultants Inc. and MTE Paralegal Professional Corporation (*The Corporations*) are committed to providing and facilitating a positive, professional and productive work environment for the benefit of our clients, employees and others whom we interact with in the course of our professional operations.

As part of this commitment, the Corporations have an interest in maintaining customer service policies that respect and promote the dignity and independence of people with disabilities and which meet the intent and requirements of *The Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Regulations made under that Act.

This document is intended to provide our clients and other interested parties with a summary of the policies and practices that the Corporations have implemented to ensure that clients with disabilities are able to access and benefit from our services in a similar manner to other clients.

The policies and procedures contained herein apply to hourly and salaried employees at all office locations including the Halton Hills office, the Sarnia area office and for any employee working off-site or remotely on a casual, temporary or more permanent basis.

MEANS OF ACCESSIBILITY

Communication

The Corporations rely heavily on internet based media and information formats, as well as electronic files and e-mail, which may be manipulated by the user to accommodate accessibility.

The Corporations will adapt our communication method, materials format and/or mode of delivery to accommodate the client upon request. Employees receive training in respect of the various challenges and barriers to communication that may be encountered and requests for alternate methods of communication or accommodation for the use of assistive communication devices may be made to any member of our staff.

Guide Dogs, Service Animals and Support Persons

The Corporations welcome people with disabilities who are accompanied by a guide dog, service animal or support person.

Any person with a disability who is accompanied by a service animal or support person will be allowed to enter the premises with his/her service animal or support person. At no time will a person with a disability who is accompanied by a service animal or support person be prevented from having access to that service animal or support person while on our premises.

The Corporations will ensure that employees are prepared to appropriately interact with those accompanied by a service animal or support person.

Physical Accessibility

The Corporations' premises are not readily accessible to individuals who are unable to negotiate stairs without the aid of an assistive device.

No Impediment to Accessing Services

It is not necessary and not typical for clients to visit the Corporations' premises in order to take full advantage of the services offered.

Disruption in Accessible Service:

The Corporations will provide notice in the event of a planned or unexpected disruption in the services usually used by people with disabilities.

The notice will include information about the reason for the disruption, its expected duration and a description of alternative facilities if available. Any scheduled meetings may be rescheduled after the end of the disruption or at a suitable alternate location.

Staff Training and Education:

To ensure that our clients and others we interact with in the course of our operations are able to take full advantage of our services, the Corporations have provided training to all employees on delivering customer service to people with disabilities.

Our employee training protocol includes:

- The purposes 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 accessing the services offered by the Corporation; and
- The Corporations' policies, practices and procedures relating to the customer service standard.

Training is undertaken by all new employees within their first month of employment with the Corporations.

CUSTOMER SERVICE FEEDBACK

The Corporations are committed to exceeding client expectations while serving clients with disabilities. Feedback is always appreciated and welcome regarding how well the Corporations are meeting client expectations. Comments regarding services to clients with disabilities may be made in any of the following forms:

E-mail

To: info@mte.ca
Subject Line: Accessibility Standards

Fax

To: 905-878-9092
Subject Line: Accessibility Standards

Letter mail

To: Municipal Tax Equity Consultants / MTE Paralegal Professional Corporation
12005 Steeles Ave, RR#3
Georgetown, ON L7G 4S6
Attention: Accessibility Standards

Telephone: 905-878-7978

DEFINITIONS:

"*Assistive Device*" means a device, technology or aid that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.

"*Barrier*" means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural, attitudinal, systemic, technological or an information and communication barrier.

"*Disability*" means

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes, but is not limited to, diabetes mellitus, epilepsy, brain injury, paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, physical reliance on a guide dog, other animal, wheelchair or other remedial appliance or device;
- b) Mental impairment or developmental disability;
- c) Learning or dysfunction in understanding or using symbols or spoken language;
- d) Mental disorder; or
- e) Injury for which benefits were claimed or received under the *Workplace Safety and Insurance Act, 1997*.

"*Guide dog*" means a guide dog as defined in section 1 of the *Blind Persons' Rights Act*.

"*Service Animal*" means an animal described in subsection (9) of the *Blind Persons' Rights Act*.

"*Support Person*" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid support worker, a volunteer, a friend or family member; the support person does not need to have special training or qualifications.

"*The Accessibility for Ontarians with Disabilities Act, 2005*" (AODA) is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them.

"*The Corporations*" means Municipal Tax Equity Consultants Inc. and MTE Paralegal Professional Corporation.

"*The Companies*" has the same meaning as *The Corporations*.