



Paliare Roland Rosenberg Rothstein LLP Customer Service Standard Policy

Paliare Roland Rosenberg Rothstein is a multi-faceted litigation law firm, practicing in all areas of administrative, corporate, civil, commercial, employment, labour and appellate advocacy law. Our firm works with a diversified clientele, and to this regard has committed to three fundamental principles when providing services to our clients. We endeavor to be **Available**; we strive to provide our clients with timely advice as to their **Alternatives** and we **Advocate** on our client's behalf to achieve positive results.

Our firm's commitment to these key principles, demonstrates our leadership and our commitment to delivering a high standard of quality customer service. To this end, our firm has ensured that we are promoting equitable and diversified delivery of services to all of our clients including our clients with disabilities. It is the policy of Paliare Roland Rosenberg Rothstein to provide accessible customer service to persons with disabilities in accordance with Ontario's provincial legislation, the *Accessibility for Ontarians with Disabilities Act (AODA, 2005)*, *Ontario Regulation 429/07*.

1. Our Objective

The objective of this policy is to emphasize the quality of standard adopted by our firm that identify the core principles and practices that will ensure excellence in service delivery. This policy demonstrates our commitment to implement the provision of accessible customer service and to ensure this is shared with our customers and the public.

While this policy has been prepared to outline the compliance requirements that the government of Ontario requests in regard to this regulation and what our clients may expect from us - at Paliare Roland Rosenberg Rothstein we recognize the importance of always providing accessible and quality services to our clients.

This policy is intended to benefit all persons with disabilities, as defined in the Ontario Human Rights Code. (*O.H.R.C.*, 1990, H. 19, Part 2, s. 10 (2)).

2. Our commitment

In fulfilling our mission, Paliare Roland Rosenberg Rothstein LLP has used reasonable efforts to ensure all of our policies, practices and procedures adhere to the key principles of: dignity, independence, integration (except when alternative measures are required to meet the needs of persons with disabilities) and equal opportunity.

Our firm is committed to delivering services in a manner that respects the dignity of our clients with disabilities.

Clients with disabilities have the freedom of opportunity to access our services on their own and can expect that they will not be influenced at our firm by anyone when accessing those services.

Our firm adheres to a service model that is integrated and one that creates an inclusive environment. Clients with disabilities therefore, can expect to have equal access to benefiting from the same services, in the same place and in the same manner or similar way, as do all our clients.

In the event that our clients with disabilities require alternative measures to access our services, our firm will make every effort to support the client.

Our firm is committed to ensuring that clients with disabilities have the same chances, options, benefits, and results from accessing our services.

3. Providing goods and service to people with disabilities

Paliare Roland Rosenberg Rothstein LLP is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. Our firm recognizes that communication is a process of providing, receiving and understanding information; therefore, our firm has taken the appropriate steps to ensure that all of our employees receive training on best practices when communicating with persons with disabilities.

3.2 Accessible Documents

Our firm has incorporated a process by which to ensure that all documents that are available to our clients including this policy will be provided in an alternative format if requested. The format will take into consideration the client's request and our firm will make every effort to provide the alternative document within a reasonable time after having received the request.

We are committed to providing accessible invoices to all of our clients upon request. Invoices will be provided in the following formats upon request: hard copy, large print, e-mail and plain text.

We will answer any questions clients may have about the content of the invoice in person, by telephone or email.

Courtroom proceedings, forms, affidavits and other important documentation are available upon request in a format that takes into consideration our client's disability.

3.3 Telephone Services

We are committed to providing fully accessible telephone service to our clients. We are committed to training our employees to communicate using clear and plain language. We offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

3.4 Assistive devices

Our firm has taken the appropriate measure to ensure that all of our employees have been trained on best practices on how to provide services to persons with disabilities who use personal assistive devices. Our firm is committed to serving people with disabilities, who use assistive devices to obtain, use or benefit from our services.

Our employees are aware of how to use the following assistive devices that are available on our premises:

- 23 inch Wide Screen Monitors (multiple monitors if necessary)
- Monitor colour contrast
- Larger font settings
- Wireless Headsets
- Voicemail to email (Audiowave files)
- Citrix Remote Access
- Broadsoft (remote office phone access)
- Blackberry Airtime Manager for Docketing

4. Use of Service Animals and Support Persons

Our firm welcomes clients with disabilities who are accompanied by a service animal or guide dog on the parts of our premises that are open to the public and other third parties. For the purposes of this regulation, "guide dog", means a guide dog as defined in Section 1 of the *Blind Person's Rights Act* and that has been trained in one of the facilities listed in *Ontario Regulation 58* under the *Blind Person's Rights Act*. For the purposes of this standard a "service animal" means an animal described in subsection (9) (*O. Reg. 429/07*).

We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or guide dog. In addition, in rare circumstances, where another person's health and safety may be impacted by the presences of a service animal or

guide dog, our employees are trained to take into consideration all relevant issues and options in finding a solutions.

We are committed to welcoming clients with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Paliare Roland Rosenberg Rothstein LLP's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Upon the request of our client with a disability, our firm will ensure that we have our client's permission prior to disclosing information in the presence of their support person on all matters.

5. Notice of temporary disruption

Paliare Roland Rosenberg Rothstein LLP will provide clients with notice in the event of a planned or unexpected, temporary or permanent facility or service disruption in the space that is occupied by our firm. This notice will include information about the reason for the disruption, its anticipated duration if this knowledge is available, and a description of alternative facilities or services, if any is available.

The notice will be placed at all public entrances and service counters on our premises.

6. Training for staff

Paliare Roland Rosenberg Rothstein LLP will provide training to all Partners and employees, including all those who are involved in the development and governance of our policies, practices and procedures.

This training is provided within 2 weeks after an employee has accepted employment with our firm.

Training will include the following:

- 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 a support person
- How to use any equipment or devices available on our premises or otherwise that may help with the provision of our services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Paliare Roland Rosenberg Rothstein LLP's goods and services
- Paliare Roland Rosenberg Rothstein LLP's policies, practices and procedures relating to the customer service standard.

Applicable employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7.0 Feedback Process

Our firm recognizes that client feedback is a way to ensure our continued success in service delivery. To this regard, our firm is committed to ensuring that this process is accessible and equitable to all of our clients. Our firm is dedicated to allowing for feedback to be provided in at least one of the following ways; in person, by telephone, in writing, electronically by diskette/memory stick, email or otherwise, and has established a process to meet our commitment under this obligation.