



Accessibility Standards for Customer Service

Updated: December 2023

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standard for Customer Service, Zeifman LLP is dedicated to ensuring that our services are accessible and offer the same opportunity and benefit to all clients. We are also committed to ensuring that our services are provided in a manner that respects the dignity and independence of people with disabilities.

1. Communication

Zeifman LLP will communicate with people with disabilities in ways that take into account their disability. We understand that communication styles vary and that not all persons with the same disability use the same communication modalities. Zeifman LLP makes every effort to ensure that our employees take this into consideration and when not sure to always ask our clients how best to communicate with them. In addition, we will train employees to communicate with clients over the telephone in clear and plain language and to speak slowly. We will offer to communicate with clients by e-mail if telephone communication is not suitable to their communication needs or is not available.

We commit to making our accessibility policies available to our clients in an accessible format, upon request. In addition, alternative formats of the accessibility training are available for our staff with our online modules, or upon request.

2. Use of Service Animals and Support Persons

Zeifman LLP is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Zeifman LLP is also committed to welcoming people 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 Zeifman 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. In addition, if the Firm requires a person with a disability to be accompanied by a support person when on the premises, the Firm is committed to consulting with the individual with the disability to confirm and determine whether a support person is necessary to protect their health & safety and the safety of others.

3. Assistive Devices

Zeifman LLP is committed to serving customers with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure our employees are trained and familiar with various assistive devices such as canes, wheelchairs, etc. that may be used by clients with disabilities while accessing our services.

4. Invoices

We are committed to providing accessible invoices to all of our clients. Invoices will be provided in alternative format, upon request. We will answer any questions clients may have about the content of the invoice in person, by telephone or email.

5. Notice of Temporary Disruption

Zeifman LLP will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will also be posted on the main client entrance into our building.

Employee Training

To make certain that our provision for services are accessible, Zeifman LLP will provide training to employees and others who deal with our clients as soon as practicable and on-going training whenever there are policy changes with the Accessibility for Ontarians with Disabilities Act. The 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 who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing our services.
- Zeifman LLP's policies, practices and procedures relating to the AODA customer service standard.

Feedback Process

Zeifmans LLP shall provide clients with the opportunity to provide feedback on the service provided to clients with disabilities. Information about the feedback process will be readily available to all clients and notice of the process will be made available by reception and on the website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request from reception or requested through the website.

Clients can submit their feedback form to:

Via mail:

Zeifmans LLP
Attention: Human Resources
201 Bridgeland Avenue
Toronto, Ontario M6A 1Y7

Verbally:

416-256-4000

Email:

info@zeifmans.ca

All feedback will be received and reviewed by Zeifmans Human Resource Department and responses to client feedback will follow within ten business days.