

ACCESSIBLE CUSTOMER SERVICE

Introduction

Portfolio+ Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Portfolio+ Inc. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Portfolio+ Inc. is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Portfolio+ Inc. will play its role in making Ontario an accessible province for all Ontarians.

Communication

We train staff to communicate and interact with people with various disabilities.

Telephone Services

Portfolio+ Inc is committed to providing fully accessible telephone service to our clients. Portfolio+ Inc. will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with clients via email, fax, or mail if telephone communication is not suitable to their communication needs or is not available.

Assertive Devices

Portfolio+ Inc. is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Use of Service Animals and Support Persons

Portfolio+ Inc. 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 and other third parties.

We will also ensure that all staff, 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.

We are 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 Portfolio+ Inc.'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.

Notice of Temporary Disruption

Portfolio+ Inc. will endeavour to provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, such as the elevator. 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 be placed at all public entrances on our premises.

Training of Staff

Portfolio+ Inc. is providing training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training for new employees is provided during orientation.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act 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;
- What to do if a person with a disability is having difficulty accessing Portfolio+ Inc.'s services.
- Portfolio+ Inc. policies, practices and procedures that affect the way services are provided to people with disabilities.

Employees will be trained on an on-going basis when changes are made to these policies, practices, and procedures.

Modifications to this or other policies

Portfolio+ Inc. is committed to ongoing review of its policies, practices, and procedures. Any company policy, practice or procedure that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. To obtain this document in an alternate format, please contact accessibility@portfolioplus.com

Feedback Process

Our goal is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Portfolio+ Inc. provides services to people with disabilities can be made in a manner convenient to persons with disabilities including but not limited to:

- By phone – 905 640-0808
- By email (accessibility@portfolioplus.com)

Feedback received will be reviewed and investigated by the Human Resources department. If requested, follow up will be provided.