

# Providing goods and services to people with disabilities

## EdgePoint's policy

EdgePoint is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities EdgePoint will notify customers promptly. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances on our premises.

### **Training for staff**

EdgePoint will provide training to employees. Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard's plan
- 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 in accessing EdgePoint

### **Service partners**

EdgePoint will ensure that any partners/vendors providing customer service on EdgePoint's behalf also have a policy and training program in place with respect to providing goods and services to people with disabilities.

### **Feedback process**

Customers who wish to receive a copy of our latest Accessibility Compliance Report, or provide feedback on the way EdgePoint provides goods and services to people with disabilities can e-mail us at [info@edgepointwealth.com](mailto:info@edgepointwealth.com) or contact us at 416.963.9353 or toll free at 1.866.757.7207.



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