



<b>Policy:</b>	AODA Customer Service	<b>Version:</b>	2
<b>Date Written:</b>	June 30, 2011	<b>Updated:</b>	December 30, 2011

Sterling Frazer Associates is committed to providing its customers the highest level of customer service. We strive to meet the needs of the general population and pay particular attention to meet the needs of a diverse community, including people with disabilities. We encourage customers to provide feedback so that we may better serve you moving forward. Please contact Brian Kon, SFA President at 905-704-9806 or by email at [kon@sterlingfrazer.com](mailto:kon@sterlingfrazer.com).

## Accessibility Customer Service Plan

### Providing Goods and Services to People with Disabilities

#### Assistive Devices:

Sterling Frazer Associates will ensure that our staff, volunteers and associates are trained and familiar with various assistive devices that customers may use while interacting with our services. Customers are encouraged to provide their own assistive devices to assist with their daily tasks.

#### Communication:

Sterling Frazer Associates will communicate with people with disabilities in ways that take into account their disability. We will work with our customers to determine the best method that is comfortable for their needs.

#### Service Animals:

Sterling Frazer Associates welcomes people with disabilities and their service animals to all activities and events that we host. If an outside venue is used for an event, Sterling Frazer Associates will ensure that service animals are welcome and able to remain with their handler.

#### Support Persons:

Sterling Frazer Associates welcomes people with disabilities and their support person(s) while attending a Sterling Frazer Associate event. If an outside venue is used for an event, Sterling Frazer Associates will ensure that support person(s) are in attendance according to the needs of our customers. If the outside venue charges a fee for a support person, Sterling Frazer Associates will notify the customer in advance of the event.

Support persons may be paid individuals, family members or friends of the person with a disability.



**Sterling Frazer Associates**

www.sterlingfrazer.com

905-704-9806

### Notice of Temporary Disruptions:

Sterling Frazer Associates will notify customers in advance of any planned service disruptions. In the event of an unplanned or unexpected service disruption, Sterling Frazer Associates will provide advanced notification as appropriate, including the reason for the disruption, its anticipated length of time, and, Sterling Frazer Associates will make best efforts to secure suitable alternate arrangements on behalf of individuals with disabilities.

When attending an event hosted by Sterling Frazer Associates, we will, where possible provide advanced notification of service disruption on our website ([www.sterlingfrazer.com](http://www.sterlingfrazer.com)) and will include it in our voice message system (905-704-9806).

### Training:

Sterling Frazer Associates will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Staff/volunteers will be trained within 30 days of being hired by Sterling Frazer Associates.

For Third Party events, Sterling Frazer Associates will provide additional training to staff who will be providing services on our behalf.

Training will include (but not limited to):

- an overview of the Accessibility for Ontarians with Disabilities Act (2005);
- how to interact and communicate with people with various types of disabilities;
- how to interact with assistive technology, support personnel and service animals; and
- how to access our customer feedback process.

### Feedback:

Customers are encouraged to provide feedback on the quality of service they receive while interacting with Sterling Associates and/or its representatives by contacting:

Attn: Brian Kon, President

Telephone: 905-704-9806

Email: [kon@sterlingfrazer.com](mailto:kon@sterlingfrazer.com)