

AODA CUSTOMER SERVICE STANDARD POLICY

McKenzie Lake Lawyers LLP (hereinafter referred to as “MKLK”) is dedicated to providing services to all of our customers, including clients, potential clients and guests, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (the “AODA”) and Ontario Regulation 429/07 (the “Regulation”).

STATEMENT OF INTENT

MKLG is committed to providing an environment that is welcoming of and accessible to all individuals who seek access to our goods and services.

This policy applies to all employees of MKLG and any third party providing goods and services on behalf of MKLG and who may interact with MKLG’s customers, the public or third parties.

MKLG’s policy and related practices and procedures are consistent with the following principals as prescribed in the Customer Service Standard:

- a. providing goods or services in a manner that respects the dignity and independence of persons with disabilities;
- b. providing integrated services to persons with disabilities wherever possible and will provide alternate measures where necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services; and
- c. providing equal opportunity to persons with disabilities to obtain, use and benefit from the goods or services.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

i. Communication

MKLLK will take into account an individual's particular needs and circumstances when communicating with that individual. MKLLK's employees, agents and third parties who interact with customers will be trained on how to effectively communicate with people with various types of disabilities. All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

ii. Assistive Devices

Persons with disabilities can obtain, use or benefit from goods or services through the use of their own assistive devices. MKLLK's employees, agents and third parties will be trained to ensure that they are familiar with various assistive devices that may be used by customers with disabilities while accessing services.

If an individual is hindered from accessing any goods or services offered by virtue of his or her disability, MKLLK will use its best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another manner.

MKLLK will train employees, agents and third parties on how to use assistive devices that are available at the office for customers. MKLLK will also train employees, agents and third parties to inform customers of the assistive devices that are available.

iii. Telephone Services

MKLLK will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication provides a barrier to a person with a disability, MKLLK will be available to communicate in writing, by email, by fax or by other electronic means.

iv. Billing

MKLLK will provide accessible invoices where necessary and, upon request, our invoices will be provided in alternative formats. MKLLK will answer any questions customers may have about the content of the statement in person, by telephone or email, or in any other fashion that respects the dignity of the person and takes into account his or her disability.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

i. Service Animals

MKLLK welcomes persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law, MKLLK will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from MKLLK's services where possible.

MKLLK will train employees on how to interact with customers who are accompanied by service animals.

ii. Support Persons

Any person with a disability who is accompanied by a Support Person will be allowed to access any services provided by MKLLK with his or her Support Person. MKLLK will not prevent a person with a disability who is accompanied by a Support Person from having access to his or her Support Person. MKLLK will seek permission from the person with a disability to disclose confidential information in the presence of the Support Person.

Where there are barriers to access or attendance by a Support Person, MKLLK will seek to facilitate access to ensure the participation of persons with disabilities.

NOTICE OF TEMPORARY DISRUPTIONS

Although MKLLK is aware that that the operation of its services and facilities is important to its customers and that persons with disabilities rely on certain services and facilities provided by MKLLK, temporary disruptions in services and facilities may occur from time to time.

MKLLK will provide notice when there is a temporary disruption in those services or facilities that persons with disabilities may rely on. This notice will include information about the reason for the disruption, its anticipated duration, and, if applicable, a

description of alternative facilities or services that may be available. Notice of service disruptions will be provided as soon as reasonably practicable after MKLK is made aware of the disruption, or in advance in the case of planned disruption.

Notice will be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the office, in other facilities of the building, on MKLK's website or by any other means that will reasonably ensure that the notice reaches those persons potentially affected by the temporary disruption in a manner that is accessible to them.

PROVIDING LEGAL SERVICES TO PERSONS WITH DISABILITIES

When representing clients with a disability, all lawyers will follow the Law Society of Upper Canada's *Rules of Professional Conduct* (the "Rules"), including the Rules with respect to serving clients with disabilities (Rules 1.03(1)(b), 2.02(6) and 5.04).

TRAINING FOR STAFF

MKLK will ensure that all employees, agents and third parties who interact with customers on its behalf receive training on the AODA Customer Service Standard. Continuing education training will be provided to ensure that all employees, agents and third parties are up to date on the legislation.

FEEDBACK PROCESS

A feedback has been set by MKLK to assist us in properly assessing the needs of persons with disabilities.

i. Receiving Feedback

People may provide their feedback in any manner including, but not limited to, by telephone, in writing, or by delivering an electronic text by email transmission or online,

on disk or otherwise. MKLK has created a Customer Feedback Form for ease of process, but it is not mandatory. All feedback will be processed by the AODA Compliance Officer. All feedback will be kept in strict confidence and will be used to improve customer service.

All persons provided feedback are encourage to provide as much information as possible to MKLK to enable us to readily identify the individuals involved and address the concern in the most effective way possible.

ii. Responding to Feedback

MKLK values all feedback and where possible, feedback will be addressed immediately. Please note however, that in some instances, we may require more time to review the feedback and address the problem.

There will not always be an answer to the problem outlined in the feedback. However, we may deem it appropriate in certain circumstances, to provide a response to the person giving the feedback.

We will endeavor to provide feedback, where possible, in the same manner in which it was provided, unless the person providing the feedback requests otherwise.

NOTICE OF AVAILABILITY OF DOCUMENTS

This Policy and any corresponding practices and procedures will be made available to any person upon request. MKLK shall post notice of the availability of these documents in a conspicuous place at the office and on MKLK's website.

FORMAT OF DOCUMENTS

MKLK, upon request, shall provide this Policy and other any forms created pursuant to the Customer Service Standard in a format that takes into account the disability of the person submitting the request.

ENQUIRIES

Any Enquiries related to this Policy and any feedback should be directed to our AODA Compliance Officer:

Name: **AODA Compliance Officer**

Phone Number: 519-672-5666

Email: **aodacomplianceofficer@mckenzielake.com**

Fax Number: 519-672-2674

Address: McKenzie Lake Lawyers LLP, 140 Fullarton Street, Suite 1800, London, Ontario, N6A 5P2