

Accessible Customer Service Policy

Providing Services to People with Disabilities

Accessible Cash™ is committed to providing equal treatment to people with disabilities with respect to the use and benefit of our services in a manner that respects their dignity and that is equitable in relation to the broader public. We are committed to people with disabilities in a manner that:

- Accommodate disability-related needs
- Reflects the principles of dignity and independence
- Seeks to provide integrated services

This policy applies to the delivery of services provided by Accessible Cash™ staff and management.

Assistive devices

Our employees will accommodate the use of any available personal assistive devices, and this must remain in a good working condition. Also, any client with disabilities must be informed of their availability.

Communication

When communicating with a person with a disability, our employees, will request which method of communication the client prefers and shall do so in a manner that respects the person's disability.

Service animals

Our employees must and will accommodate the use of service animals by people with disabilities who are accessing any of our branches, unless the animal is otherwise excluded by law.

Support persons

Where a person with a disability uses any of our services, and he/she is accompanied by a support person, our employees must ensure that both persons are available to stay together while the service is provided. Fees will not be charged for support persons.

Training

Accessible Cash™ will provide 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 services.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Accessible Cash's™ plan related to 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 in accessing the services Accessible Cash™ provides.
Staff will also be trained when changes are made to our accessible customer service plan.

Feedback

Customers who wish to provide feedback on the way Accessible Cash™ provides services to people with disabilities can contact us via e-mail, mail, and verbally.

All feedback, including complaints, will be forwarded to our management team.

Customers can expect to hear back within 7 days.

Notice

Accessible Cash™ will notify the public that our policies are available upon request by posting them on our website.

Documentation that describes this Policy and each of its requirements will be maintained on the Accessible Cash™ website, and provided to individuals, upon request, in the appropriate format.

Modifications to this or other policies

Any policy of Accessible Cash™ that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.