

## **Our commitment on accessibility**

jpw systems is committed to ensuring that information and services are accessible for all Ontarians.

This includes providing services and programs that people with disabilities can use and benefit from equally and in a manner that respects their dignity and independence.

## **Key principles**

Our policy is based on:

- respect for the dignity and independence of people with disabilities
- equal opportunity for people with disabilities to access, use and benefit from our services or programs with the same quality and timeliness that others receive
- service integration in relation to services provided to the broader public

## **Employee training**

Our staff will be trained in how to provide accessible customer service and on the requirements of our accessibility policies.

## **Customer service policies**

This is a summary of the accessible customer service you can expect to receive.

## **Information and Communication**

When communicating or providing information or services to a person with a disability, we will do so in a manner that takes the person's disability into account.

## **Accessible Formats and Communications Supports**

If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs

If we are not able to meet the person's particular requirement in a reasonable timeframe, we will inform them and will work with them to determine an alternate method or will provide a summary of the information.

## **Feedback Process**

We will inform our customers of the choices available for them to give feedback.

Feedback may be provided:

- in person
- by telephone/TTY
- in writing
- by email or
- by any other communication technology as required

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

## **Service Disruption**

If there is a problem with facilities, equipment or services that people with disabilities rely on, we will provide notice to the public.

The way we provide the notice will be determined by the nature of the problem.

We will always try to make alternative arrangements to provide service where possible.

## **Assistive Devices**

People with disabilities may use their own personal assistive devices. Where assistive devices are available in our buildings, our staff has been trained on how to use them.

## **Service Animals**

People with disabilities may use their service animal in all parts of our premises that are open to the public, unless the animal is excluded by law, such as in food preparation areas.

In this case, we will ensure that appropriate alternative arrangements are made to ensure that the person can access the service.

## **Support Persons**

People with disabilities can access their disability-related support person while using our services.

In situations where confidential matters will be discussed, the support person may be asked to sign a confidentiality agreement or the role of the support person may need to be agreed to in advance of the meeting.

## **More information on customer service**

If you have questions, concerns or requests, please contact us