



# **Thomas, Large & Singer Inc.**

## **Accessibility Standard for Customer Service**

(Updated Sept. 9, 2019)

Thomas, Large & Singer Inc. is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staffs are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while visiting our office.

### **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, except where the animal is otherwise excluded by law from the premises.

### **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 visitors with disabilities Thomas, Large & Singer Inc. will notify visitors promptly. This clearly posted 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 available at [www.tlscanada.com](http://www.tlscanada.com) or you can call the Human Resources Department at 905-754-3527.

### **Training**

Thomas, Large & Singer Inc. 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 goods and services.

This training will be provided to staff within the first month of joining Thomas, Large & Singer Inc.

### Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Thomas, Large & Singer Inc.'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 Thomas, Large & Singer Inc.'s goods and/or services

Staff will also be trained when changes are made to our accessible customer service plan.

### Feedback process

Visitors who wish to provide feedback on the way Thomas, Large & Singer Inc. provides goods and services to people with disabilities can use the following:

- Phone – 905 754 3527
- In writing to:
  - ↳ Thomas, Large & Singer Inc.  
15 Allstate Parkway, Suite 400  
Markham, ON L3R 5B4
- In person to Management

All feedback, including complaints, will be directed to the Human Resource Department. Visitors can expect to hear back within thirty days of receipt.

### Availability of Accessibility Standard document

Thomas, Large & Singer Inc. will notify the public that our policies are available upon request. You can call us at 905-754-3527 to request a copy in a format that takes into account the person's disability. Thomas, Large & Singer Inc. and visitors with disabilities may agree on the format to be used.

### Modifications to this or other policies

Any policy of Thomas, Large & Singer Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.