

## **ACCESSIBLE CUSTOMER SERVICE PLAN**

Lipton LLP is committed to excellence in serving all clients including people with disabilities.

### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices we have on site that we provide that may be used by clients with disabilities while accessing our services.

### **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.

### **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 customers with disabilities, Lipton LLP will notify clients 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 placed on our website at [www.liptonllp.com](http://www.liptonllp.com)

## **Training**

Lipton LLP will provide training to all employees within each employee's designated probation period.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Lipton LLP'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;
- How to use the printers, copiers, scanners, audio visual equipment and all other devices we may find at our disposal to accommodate those with disabilities in obtaining our professional documents; and
- What to do if a person with a disability is having difficulty accessing Lipton LLP's services.

## **Feedback process**

Clients who wish to provide feedback on the way Lipton LLP provides services to people with disabilities can contact:

Talya Feldberg  
(416) 496-2900  
[tfeldberg@liptonllp.com](mailto:tfeldberg@liptonllp.com)

All feedback, including complaints, will be addressed at a management level.

Clients can expect to hear back within 5 business days of receipt of a complaint.

## **Modifications to this or other policies**

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