

## **IFB Policy: Accessible Customer Service for Providing Goods and Services to People with Disabilities**

Independent Financial Brokers of Canada (IFB) is committed to excellence in serving all customers, including people with disabilities. IFB has developed the following policies as required by the *Accessibility for Ontarians with Disabilities Act, 2005*.

The policies described in this Plan apply to the provision of goods and services at the corporate location of the IFB office.

### **Assistive devices**

IFB will permit customers with disabilities to use their own assistive device(s) to access our goods or services. In the event the use of an assistive device poses a safety concern, IFB staff will make appropriate accommodations to address the concern, whenever possible.

IFB does not provide assistive devices.

### **Communication**

IFB staff will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

A service animal who accompanies a person with a disability will be allowed entry to 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, IFB will undertake to notify customers promptly. The notice of a disruption of service will include information about the services/facilities affected, the reason for the disruption, the anticipated length of time, and a description of alternative facilities or services, if available.

Written notification will be posted on the IFB website: [www.ifbc.ca](http://www.ifbc.ca), at our premises, or any other suitable place. Customers may be notified verbally in some cases.

## **Training**

IFB will provide training to employees, and volunteers or other individuals (for example, agents and contractors) 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 existing staff and to all new hires, volunteers, and others (as described above), within 3 months of commencement of their duties.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- IFB's accessible customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with a disability that requires the use of an assistive device or requires the assistance of a service animal or a support person;
- How to use any equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities;
- How to assist if a person with a disability is having difficulty accessing IFB's goods and services.

Updated training will be provided when changes are made to this document or any other policies and procedures affecting the provision of accessible customer service.

## **Feedback process**

Customers who wish to provide feedback on the way IFB provides goods and services to people with disabilities can do so in person, via e-mail, phone, fax or mail addressed to IFB's head office.

All feedback, including complaints, should be directed to the Executive Director and will be responded to within 30 business days.

## **Notice of availability**

A copy of this plan is posted to the IFB website, and is available on request to any IFB customer.

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

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