

MILLER CANFIELD

CUSTOMER SERVICE ACCESSIBILITY POLICY

1. Purpose and Commitment

The firm is committed to maintaining an accessible environment for persons with disabilities in the delivery of its goods and services.

The firm will use reasonable efforts to ensure that its policies, practices and procedures governing the provisions of its service to persons with disabilities and consistent with the following principles:

- Goods and services are provided in a way that respects the dignity and independence of persons with disabilities;
- Persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients;
- Persons with disabilities have opportunities equal to as others to obtain, use and benefit from the Firm's goods and services.

2. Definitions

For the purpose of this policy:

"Disability" means,

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliances or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

"Guide dog" means a dog trained as a guide for a person who is blind or visually impaired.

“Service Animal” means an animal for a person with disabilities where it is readily apparent that the animal is used by the person for reasons related to his or her disability or where the person provides a letter from a physician or nurse confirming that the he or she requires the animal for reasons relating to the disability.

“Support person” means, in a relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

3. Application of Policy

This policy applies to Firm services that are provided externally to the public or third parties.

The policy applies to all lawyers, paralegals and staff at the Firm, agents, volunteers, clients, and visitors to the Firm. All areas of the Firm are accountable for providing accessibility to persons with disabilities.

4. Providing goods and services to persons with disabilities

The Firm is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by.

- Communicating with persons with disabilities in ways that take into account their disability.
- Serving persons with disabilities who use assistive devices. The Firm will provide its staff with training on how to use the assistive devices available on the Firm premises.
- Ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of the Firm with the animal and to keep the animal with them, unless the animal is excluded by law from the premises.
- Ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the Firm’s premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented from having access to their support person while on the Firm’s premises.

5. Support Persons

Person with disabilities may enter the Firm’s premises with a support person and have access to the support person while on the premises.

The Firm does not charge fees for support persons or if fees are charged for admission to the premises (e.g. special events) the Firm shall provide notice of the amount in advance.

The Firm may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health and safety of others on the premises.

6. Service Animals

A person with disabilities may be accompanied by a guide dog or other service animal when on the Firm's premises. In the event that service animals are excluded by law from the premises, the Firm will provide other resources or support to enable the person with disabilities to access the services and goods offered by the Firm.

7. Notice of temporary disruption

The Firm will notify the public in the event of a planned or unexpected disruption in the facilities or service usually used by persons with disabilities. This notice will include information about the reasons of disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be posted at all public entrances and service counters of the Firm, or communicated by such method as is reasonable in the circumstances.

8. Training of the staff

The Firm will train its staff and other individuals who provide services to the public on the Firm's behalf on the provisions of its goods or services to persons with disabilities.

The training will be provided as soon as practicable after a staff commences his or her duties and will include the following topics:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use and assistive device or require the assistance of a guide dog, service animal or a support person;
- How to use or access the equipment of devices available on the Firm's premises or otherwise that may help with provisions of goods or services to persons with disabilities;
- What to do if a person with a particular type of disability is having difficulty in accessing the Firm's goods and services;
- The Firm's policies, practices and procedures relating to the customer service standard.

The Firm will provide training on an ongoing basis when changes are made to the Firm's policies, practices and procedures governing the provisions of goods or services to persons with disabilities.

9. Feedback process

The Firm welcomes any feedback regarding the methods it uses to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing or by delivering an electronic text by email or on diskette or otherwise to the acting office manager at 100 Ouellette Avenue, Suite 1300, Windsor, Ontario, N9A 6T3. Telephone number is 519-946-2123 or direct at 519-946-2131 or email of kinney@millercanfield.com

Complaints may be made in writing to the acting office manager. The acting office manager will review and assess every complaint received. Where possible, the acting office manager will address the issues. If a complaint cannot be addressed, the acting office manager will advise the complainant.

10. Modifications to this or other policies

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered.

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

11. Questions about this policy

If anyone has questions about the policy, or if the purpose of the policy is not understood, please contact the acting office manager at 519-946-2131 or kinney@millercanfied.com

12. Maintenance of documents

The Firm will maintain documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. The document will include policies, practices and procedures with respect to the following:

- use of support persons;
- use of guide dogs or service animals;
- the steps to be taken in connection with temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- record of the training provided under the policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- the feedback process.

The Firm will notify persons to whom it provides goods and services of its policies, by posting the information at conspicuous place in the Firm premises, on the Firm website or by such method as is reasonable in the circumstances.

When required under the policy to give a copy of a document to a person with disabilities, the Firm will provide the document or information in a format that takes into account the person's disabilities.

13. Responsibility

It is the responsibility of all at Miller Canfield personnel to comply with this policy to the extent of their interaction with clients who are persons of disabilities.

The Managing Partner and Office Manager are responsible for enforcing this policy in their respective areas of responsibility.

This policy will be reviewed by Miller Canfield at least annually and more often if Miller Canfield determines that events require more frequent review. Responsibility for the maintenance, revisions and the interpretation of this policy rests with the Managing Partner.


Jennifer Shilson/ Managing Partner

Aug 12, 2015
Date


Shannon Kinney/ Office Manager

Aug 12/15
Date

MILLER CANFIELD

CUSTOMER SERVICE ACCESSIBILITY CONFIDENTIAL FEEDBACK FORM

This Feedback Form is provided for use by our clients and prospective clients pursuant to the Accessibility Standards for Customer Service (Customer Service Standard), promulgated under the Accessibility for Ontarians with Disabilities Act, 2005 ["AODA"].

The Office Manager will review and assess every complaint received, address the issues where possible, and if requested advise any complainant of the outcome of the assessment.

The Office Manager may be contacted by telephone at 519-946-2131 or by email to aoda@millercanfield.com

Purpose and Commitment

Miller Canfield is committed to maintaining an accessible environment for persons with disabilities in the delivery of its services.

Miller Canfield will use reasonable efforts to ensure that its policies, practices and procedures governing the provisions of its services to persons with disabilities are consistent with the following principles:

- Goods and services are provided in a way that respects the dignity and independence of persons with disabilities;
- Persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients;
- Persons with disabilities have opportunities equal to others to obtain, use and benefit from Miller Canfield's services.

Our Policy is available in our reception area, on our website www.millercanfield.com, and upon request to our AODA Office Manager.

CONFIDENTIAL FEEDBACK COMMENTS TO: AODA Manager, Miller Canfield

[The following area needs to be filled in ONLY if you wish to identify yourself and receive a reply to your confidential feedback. Thank you for sharing your comments with us.]

_____ *Date*

_____ *Name*

_____ *Preferred Method of Communication*

_____ *Contact Details*