

Scorecard Systems Inc. is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices that we provide that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

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

### **Service animals**

We do not have premises that are open to the public or to clients. Our staff will welcome interaction with clients using service animals on their own premises.

### **Support persons**

We do not have premises that are open to the public or to clients. Our staff will welcome interaction with clients accompanied by a support person on their own premises.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services for customers with disabilities, our Chief Executive Officer will notify those customers where we interact with identified persons with disabilities promptly. This notice will be communicated by email and include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training**

Scorecard Systems Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in all positions will be trained via the Ministry of Community and Social Services website on an annual basis for new employees.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Scorecard Systems 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 Scorecard Systems Inc.'s goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way Scorecard Systems Inc. provides goods and services to people with disabilities can e-mail the project manager or account director assigned to the customer.

All feedback, including complaints, will be directed to the CEO.

Customers can expect to hear back in 30 days.

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

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