

Messagepoint Accessible Customer Service Policy

1. Introduction:

Messagepoint is committed to providing accessible and inclusive customer service to all individuals, including those with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. This policy outlines our commitment to ensuring that all customers have equal access to our products, services, and facilities.

2. Scope:

This policy applies to all employees, contractors, and agents of Messagepoint who interact with customers, clients, or members of the public on our behalf.

3. Communication:

We are committed to communicating with individuals with disabilities in a manner that respects their dignity and independence. Our employees will communicate with customers with disabilities in a way that considers their individual communication preferences.

4. Assistive Devices:

Messagepoint welcomes the use of assistive devices by customers with disabilities. Our employees are trained to interact with individuals who use assistive devices and to provide any necessary assistance.

5. Service Animals:

Service animals are welcome on our premises and in our facilities. We will ensure that individuals with disabilities who are accompanied by service animals are able to access our services and facilities.

6. Support Persons:

Messagepoint welcomes customers with disabilities who are accompanied by a support person. We will ensure that both the customer and their support person are provided equal access to our services.

7. Notice of Temporary Disruptions:

In the event of a planned or unexpected disruption to our accessible customer service, Messagepoint will notify customers promptly. This notice will include information about the reason for the disruption, its anticipated duration, and alternative means of accessing our services.

8. Training:

We will provide training to all employees, contractors, and agents who interact with customers on our behalf. This training will include the following:

- An overview of the AODA, the Ontario Human Rights Code, and relevant accessibility standards.
- How to interact and communicate with customers with various types of disabilities.
- How to interact with customers who use assistive devices, service animals, or support persons.
- How to provide accessible customer service during temporary disruptions.
- How to access and use available assistive devices at our facilities.

9. Feedback Process:

Messagepoint welcomes feedback from our customers, including feedback related to the provision of accessible customer service. Customers can provide feedback in various ways, including:

- In person at our office.
- By phone.
- By email.

Customers may submit feedback to:

Drew Coderre, EVP, Human Resources
207 Queens Quay West, Suite 802, Toronto, ON M5J 1A7
647-557-3542
drew.coderre@messagepoint.com

Customers who provide formal feedback will receive acknowledgment of their feedback, as well as information about any actions taken in response to concerns or complaints they have submitted.

Feedback will be reviewed and used to improve our customer service.

10. Modifications to This Policy:

[Company Name] is committed to ensuring that this Accessible Customer Service Policy is consistent with current accessibility legislation and best practices. As necessary, we will review and update this policy to reflect changes in requirements and feedback from our customers.

11. Contact Information:

For questions or concerns related to this policy or to request a copy of our policy in an accessible format, please contact:

Drew Coderre, EVP, Human Resources
207 Queens Quay West, Suite 802, Toronto, ON M5J 1A7
647-557-3542

drew.coderre@messagepoint.com

12. Accessibility Plan:

Messagepoint has developed and maintains a Multi-Year Accessibility Plan that outlines our strategy for preventing and removing barriers to accessibility. This plan is available upon request.

Together we can build a more accessible and inclusive future for everyone.

Messagepoint Human Resources