

Firwin Corp Accessible Plan

PURPOSE

To provide equal opportunities for all individuals, including those with disabilities, by removing and preventing barriers, as per the Ontario Accessibility Law.

AODA COMMITMENT STATEMENT

Firwin is dedicated to promoting equality and providing equal opportunities to all individuals, including those with disabilities. We strongly believe in integrating people with disabilities into all aspects of our business. We are committed to providing exceptional services to everyone, including people with disabilities, as mandated by Ontario's accessibility law. Our commitment to treating people with disabilities with dignity and respect is unwavering.

PROCEDURE DETAILS

- **Communication**

We will communicate with individuals who have disabilities in a manner that considers their specific disability.

- **Assistive devices**

We will ensure that our employees receive training and become familiar with assistive devices that we have available on-site or that we provide, which can be used by customers with disabilities when accessing our goods, services, or facilities.

- **Employees**

When employing a person with disabilities, we will create an individual accommodation plan, including a suitable emergency evacuation plan.

- **Support persons**

A support person accompanying a disabled person is permitted on our premises.

- **Service animals**

We allow service animals for people with disabilities in public areas of our premises.

- **Training**

Firwin Corp is committed to providing accessible customer service to all its clients, including those with disabilities. We will ensure that all our employees, volunteers, and anyone else who interacts with the public on our behalf receive appropriate training in customer service. We will also train those who develop policies, plans, practices, and procedures related to our goods and services. Specifically, individuals in positions involving human relations, customer service, and production supervision

will be trained. After being hired, all staff will receive training in Accessible Customer Service.

Training will include:

1. An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
2. How to interact and communicate with people with various types of disabilities
3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
4. How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
5. What to do if a person with a disability is having difficulty in accessing Firwin Corp's goods and services
6. Staff will also be trained when changes are made to our accessible customer service plan.

- **Feedback process**

Firwin welcomes feedback on how to provide accessible customer service. Customer feedback: Firwin strives to ensure that all customers, including those with disabilities, can provide feedback on the goods, services, and facilities provided. To achieve this goal, we have established multiple channels for customers to voice their concerns using different communication methods. These include emails, telephone communications (including TTY assistive technology), and in-person visits. For in-person visits, sign language training is required to ensure effective communication.

All feedback and complaints will be handled following standard customer feedback protocols, specifically using TTY assistive technology when required. We are committed to ensuring our feedback process is accessible to everyone, including those with disabilities. Therefore, we will provide or arrange for accessible formats and communication support upon request.

