



MONTROSE
ENVIRONMENTAL

Accessible Customer Service Plan for Montrose Environmental Point Edward, Ontario

28 Point Font Size

Prepared By:
Rachel Jones

Approved By:
Terence Trefiak

Purpose:

Montrose is committed to providing excellent service to all of our clients and community members, including people with disabilities. We commit to complying with all the applicable requirements outlined within the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Ontario Accessibility Standard for Customer Service*.

This document serves as a written plan of action for the Montrose Environmental location in Point Edward, Ontario. It provides direction to Montrose employees with respect to providing all individuals within our community with the same exceptional level of

customer service.

Assistive Devices:

Montrose's Point Edward, Ontario office is located in leased space within the 704 Mara Street building in Point Edward, Ontario on the second (2nd) floor of the facility. Unfortunately, there is no elevator or escalator device that could provide assistance to an individual to reach our office location. The only access to the 2nd level is by means of stairwells.

Should an individual with accessibility constraints need to meet with a Montrose employee, Montrose staff will coordinate booking at an

alternate meeting location off-site which will accommodate the individual's needs. Should a client or an individual wish to speak to a Montrose staff member to make alternate location arrangements, this can be completed by calling the Point Edward office location at (519) 336-4101. A copy of this Plan document is also available via the Montrose website under the Point Edward location, accessible by visiting the following web URL: <https://montrose-env.com/contactus/locations/>

Communication:

Montrose will make every effort to communicate with individuals with disabilities in ways that take into

account their disability by working with them directly to ensure their specific needs are met. This written Plan is available in standard 12 point font size and is also available on our website in 28 point font size at the location provided in the previous section.

Feedback Process:

Clients or community members who wish to provide feedback to Montrose with respect to how we provide goods and services to individuals with disabilities can do so by means of calling our Montrose Point Edward office location at 519- 336-4101 and pressing “0” to reach our Administration Team.

Additionally, feedback can be provided by emailing directly to lehderadminstaff@montrose-env.com. All feedback will be directed to our Administration Team; as such, our clients or community members can expect to hear back from Montrose staff via phone or by email within 5 business days.

Service Animals:

Montrose will accommodate all individuals with disabilities and their service animals. Service animals are welcomed within the Montrose areas which are open to the general public.

Support Persons:

Montrose welcomes any client or community member with a disability whom is accompanied by a support person. A support person will be allowed to accompany them within the Montrose areas which are open to the general public.

Training Plan:

All employees of the Montrose Point Edward office will be required to review this Accessibility Plan along with an internal presentation that outlines employee responsibilities with regards to the *Accessibility for Ontarians with Disabilities Act* (AODA) and the *Ontario Accessibility*

Standard for Customer Service. The Administration Team within Montrose will document completed training for all employees using our training record retention system.

Document Revision History	
Revision Details:	Summary of Changes:
L. Raes, April 2, 2013	<ul style="list-style-type: none"> ▪ Document creation
R. Jones, April 26, 2021	<ul style="list-style-type: none"> ▪ Updated document following formal amalgamation to Montrose

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