

Accessibility for Ontarians with Disabilities Act Customer Service Policy

Burgeonvest Bick Securities Limited (BBSL)

BBSL's policy at all our locations is to comply with the Accessibility for Ontarians with Disabilities Act (AODA) and to ensure that all customers and visitors to our company are provided with fair and equitable service. We endeavor to accommodate and make our branches accessible to persons with disabilities as permitted and we are committed to providing service that respects the dignity and independence to persons with disabilities to the greatest extent reasonable.

Support Person(s)

A disabled person that is accompanied by a Support Person to BBSL may have access to that person at all times in areas of our organization that is permitted to by law. BBSL reserves the right to ask a person with disabilities to be accompanied by a Support Person where it is in the best interest of the health & safety of the person with a disability, either on our premises or at a BBSL function held outside of our premises. Consent from the person with a disability is required when meeting or communicating private or financial information about them in the presence of a Support Person. The Support Person who accompanies a person with disabilities into a meeting in which personal and confidential information about the person with disabilities is disclosed will be required to sign a "Third Person Confidentiality Agreement".

Use of Service Animals

A disabled person who requires the assistance of a service animal is welcome at all BBSL locations, in areas open to the public and allowed by law, provided the animal is kept with them at all times. In the case where another person maybe allergic to a service animal, alternate arrangements will be made to ensure the disabled person has access to our service. While visiting BBSL it is the responsibility of the disabled person to control and supervise their service animal.

Notice of Temporary Interruption of Service

BBSL will endeavor to make reasonable notice to customers in the event of a disruption of service to people with disabilities. Our notice will include information about the reason for the disruption, the approximate delay in services and information on the alternative options available during the disruption. In the case of an emergency situation, BBSL will do its very best to give prompt notice. All signage will be clear and placed in view of the public at the front of each branch experiencing the disruption of service.

Training Our Staff

BBSL will provide appropriate training to all current and new employees that this policy applies to, as required by the Accessibility Standards for Customer Service. A record of training will be maintained for each employee by our Human Resources Department.

The training will include the following:

- The purpose of the AODA Act 2005
- The requirements of Accessibility Standard for Customer Service Ontario Regulation 429/07
- Information on BBSL policies & procedures pertaining to the provision of BBSL services to persons with disabilities.
- How to interact with people with various disabilities
- How to interact with people who use assistive devices or require the assistance of a service animal or support person.
- What to do when a person with disabilities has problems accessing a BBSL office

Feedback

We welcome feedback from our customers and visitors to our company, including our service delivery to disabled people. BBSL will review feedback and complaints and respond in a timely, objective manner

For anyone interested in providing feedback please call 1-888-866-3608 or by email to compliance@bbsl.ca