

**C. C. TATHAM & ASSOCIATES LTD.
SERVICE POLICY FOR PROVIDING SERVICE TO PEOPLE WITH DISABILITIES**

1. Statement of Commitment

C. C. Tatham & Associates Ltd. is committed to excellence in serving all clients and the public including people with disabilities and we will carry out our functions and responsibilities by preventing and removing barriers to accessibility and meeting accessibility requirements under the Act including:

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff on how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone service to our clients. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Billing

We are committed to providing accessible invoices to all of our clients. For this reason, invoices will be provided in large print or by e-mail, upon request.

We will answer any questions clients may have about the content of the invoice in person, by telephone or email.

2. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the premises of C. C. Tatham & Associates Ltd. with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

3. Notice of Temporary Disruption

C. C. Tatham & Associates Ltd. will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration (if available), and a description of alternative facilities or services, if available, and will be placed at all public entrances on our premises.

4. Training for Staff

C. C. Tatham & Associates Ltd. will provide training to all management and staff. All third parties must be compliant and will provide proof if requested.

5. Feedback Process

Feedback including complaints, regarding the way C. C. Tatham & Associates Ltd. provides services to people with disabilities can be made by email (info@cctatham.com), by telephone or in person to the office manager. A feedback form in an accessible format will be available for completion if requested. All feedback will be responded to as soon as reasonably possible.

6. Availability of Documents

C. C. Tatham & Associates Ltd. will provide notice this policy is available for review, in a format that takes into account the person's disability.

7. Modifications to This or Other Policies

We are committed to developing client service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of C. C. Tatham & Associates Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

R. (Rex) J. Meadley, President, Chief Engineer

Originally issued December 16, 2011
Revised August 25, 2014
Revised July 5, 2016

The Client Service Policy is signed by the President.