

Accessibility Compliance

Wilfred McIntee & Co. Limited Brokerage is committed to ensuring that we are providing excellence service to all our customers, including those customers with disabilities.

In accordance with our AODA Customer Service Policy, we ensure that persons with disabilities have equal access to the services at Wilfred McIntee & Co. Limited, and that the service they receive is respectful of their dignity and independence.

Communication

Taking into consideration a person's disability, we will communicate with people with disabilities.

Assistance Devices

We accommodate and ensure people with disabilities who use assistance devices are able to benefit from our services. Our staff will offer to meet any person with an assistance device that is unable to access any of our locations at an alternative location or their residence whichever is suitable to the customer.

Service Animals and Support Persons

All service animals and support persons accompanying a person with disabilities are welcome and at no time will be prevented from entering our premises.

Notice of Temporary Disruption

Notice will be provided for any planned or unexpected disruption in any of our locations or services for customers with disabilities. If available, information will be provided on expected length of time and reason for temporary disruption.

Training

Wilfred McIntee & Co. Limited will provide training to employees in order to properly communicate and assist people with various disabilities.

Feedback

Any person wishing to provide feedback on how Wilfred McIntee & Co. Limited Brokerage is providing services to customers with disabilities may do so if the following ways:

Mail: 11 Durham St. W., P.O. Box

Walkerton, ON. N0G 2V0

Email: walkertonsales@wightman.ca

All feedback will be reviewed and taken into consideration.