

APPENDIX D: AODA

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Customer Service Policy Ontario Regulation 429/07

Statement of Commitment

Richcraft is committed to using reasonable efforts to ensure it provides accessible customer service to people with disabilities. In compliance with the Accessibility Standards for Customer Services under the Accessibility for Ontarians with Disabilities Act, Richcraft will identify, remove and prevent barriers to accessibility for persons with disabilities while dealing with Richcraft.

Purpose

This policy has been developed to serve as a guide and a frame of reference in providing people with disabilities equal access to Richcraft's goods and services while respecting the core principles of independence, dignity, and integration.

Scope

This policy applies to all Richcraft employees and anyone who interacts with the public or third parties on Richcraft's behalf.

Policy

When dealing with customers and members of the public with disabilities, Richcraft will make every effort reasonable to accommodate in the following areas.

The Provision of Goods and Services to Persons with Disabilities

Richcraft will use reasonable efforts to ensure the provision of its goods and services are consistent with the principles of dignity, independence, integration and equal opportunity for persons with disabilities.

Communicating with a Customer with a Disability

Richcraft employees will communicate with persons with disabilities in a way that takes the person's disability into account. Where possible, Richcraft asks the customer directly the best way to communicate with him/her.

The Use of Assistive Devices

Richcraft permits persons with disabilities to use their assistive devices while on Richcraft's premises to obtain, use, or benefit from Richcraft's goods and services.

The Use of Guide Dogs, Service Animals and Support Persons

Persons with disabilities who are accompanied by a service animal will be permitted to enter common parts of our premises.

A person with a disability who is accompanied by a support person will be allowed to enter Richcraft's premises and have access to the support person while obtaining Richcraft goods or services.

Notice of Service Disruptions

Richcraft will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services that may be used by persons with disabilities. The notice can be made available through telephone recordings, emailing or phoning customers who may be affected, temporary signage as appropriate.

The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training

Training will be provided to all employees, contract personnel and others who interact with the public or other third parties that act on behalf of Richcraft, and to those who are involved in the development and approval of customer service policies, practices and procedures.

Training includes informing employees of their responsibility to meet the expectations of this policy.

Feedback Process

Richcraft recognizes that receiving feedback provide is a valuable opportunity to learn and improve. Richcraft has a process in place for receiving and responding to feedback about how goods and services are provided to clients and visitors with disabilities.

Feedback can be made by telephone, in person, in writing, in electronic format (e.g. e-mail) or through other methods.

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