



Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

RHC is committed to excellence in serving all customers, including people with disabilities.

Assistive devices: We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication: We will communicate with people with disabilities in ways that take into account their disability.

Service animals: We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons: A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of temporary disruption: In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as utilities or building access or egress, RHC will notify affected parties promptly. This clearly posted notice will include the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at various points of access.

Training for staff: RHC will provide training to all team members upon hire. Training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- RHC's Accessible Customer Service Plan
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty accessing our services

Re-training will be conducted when changes are made to our accessible customer service plan.

Feedback Process

Customers who wish to provide feedback on the way RHC provides goods and services to people with disabilities can provide it verbally, in writing, or by email. All feedback will be directed to our Health & Safety Manager, Human Resources and/or Senior Management for review. When a response is required, it will be sent within ten business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Eric Schmidt, President

A handwritten signature in blue ink, appearing to read 'Eric Schmidt', is written over the printed name.

November 1st, 2022