



POLICY TITLE:	Accessibility Policy for Customer Service	POLICY #:	74
ISSUED BY:	Human Resources	APPROVAL DATE:	November 9, 2012
		UPDATE:	January 4, 2016

Policy

This policy is in compliance with the Accessibility Standard for Customer Service under the Accessibility for Ontarians with Disabilities Act (AODA). All RHB Group LP locations and employees must comply with applicable laws and regulations.

We also have an Integrated Accessibility Standards Regulation Plan and Policy (Policy #80) which can be viewed on our website and policy handbook.

General Administration

RHB Group LP locations and employees are committed to providing goods and services in an equal and integrated manner that respects the dignity and independence of persons with disabilities. Any and all communication with a person with a disability must be done in a manner that takes into account the person's disability.

Assistive Devices

Persons with disabilities are permitted to use their assistive devices at all RHB Group LP locations and employees will be trained on the use of any assistive devices, accessible washrooms and change rooms, available at our locations.

Use of Service Animals and Support Persons

RHB Group LP shall ensure that a person with a disability who is accompanied by a service animal or support person is permitted to enter the premises with the animal and to keep the animal or support person with him or her (unless the animal is otherwise excluded by law from the premises- in which case other measures must be available to enable the person with a disability to obtain, use or benefit from our goods and services).

Notice of Temporary Disruptions

If there is a temporary disruption in the facilities or services provided by RHB Group to persons with disabilities, RHB Group shall give notice of the disruption to the public by posting the information at a conspicuous place on our premises, by posting on our websites, and by any other method as is reasonable in the circumstances. The posting must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services that are available.

Training of Staff

RHB Group LP shall ensure that every person (employee, agent, volunteer or otherwise) who deals with members of the public or third parties on behalf of RHB Group and every person who participates in developing RHB Group's policies, practices, and procedures governing the provision of goods and services to members of the public and other third parties, receives training on the Accessibility Standard for Customer Service and on the provision of our goods and services to persons with disabilities.



RHB Group LP has arranged with Accessibility Ontario (www.AccessOntario.com) for all employees dealing with customer service to obtain the necessary training. Many managers have already completed a training workshop that includes an overview of the legislation and its requirements, disability terms and definitions, reporting and training requirements, as well as interactive learning experiences to help them identify and remove barriers in the workplace. This training session meets compliance with the new Accessibility Standard for Customer Service.

All other employees, Board Members, agents and contractors will complete an online training through Accessibility Ontario.

Feedback Process

Feedback is sought from RHB Group employees as well as the general public with regards to the accessibility of our customer service and premises. Feedback can be communicated to the management staff at our store locations or by email at HR@rhbgroup.ca. The management staff at our stores will ask customers if they would like to receive a response to their feedback and how they would like to be contacted. The HR Department commits to responding to all feedback within 3 weeks.

Contact

Please contact the Human Resources Department at HR@rhbgroup.ca if you would like to obtain this document in another format or if you have any questions or concerns about this policy and related procedures.

Relevant RHB Group Policies:

- **Policy #15: Employment Equity Policy**
- **Policy #27: Open Door Policy**

ACKNOWLEDGEMENT

The employee is required to acknowledge that they have read, received, and understand this policy by signing the **RHB Group Policies and Procedures Sign-Off** form.