



## RI - Accessible Customer Service Plan

### **Providing goods and services to people with disabilities**

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

### **Assistive devices**

We will ensure that our staff are trained and familiar with the various assistive devices we have on site or that we provide 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 their disability into account.

### **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.

- Fees will not be charged for support persons

We will notify customers of this by posting a notice on the bulletin board in the kitchen area, and on our website.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Response Innovations will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Services/Facilities include: Accessible washroom on main floor.

The notice will be made publicly available on the bulletin board in the kitchen area, and on our website.

### **Training**

Response Innovations will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Office Manager; Account Team members; Health & Safety Committee members; all Supervisors

Staff will be trained on Accessible Customer Service within 30 days after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Response Innovations' plan related to the customer service standard
- 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include: Accessible washroom on main floor
- What to do if a person with a disability is having difficulty in accessing Response

## **Innovations' goods and services**

Staff will also be trained when changes are made to our accessible customer service plan.

## **Feedback process**

Customers who wish to provide feedback on the way Response Innovations provides goods and services to people with disabilities can provide feedback in the following ways:

- Email us at [cluzi@responseinnovations.com](mailto:cluzi@responseinnovations.com)
- Write to us at Response Innovations, 256 Adelaide St. E., Toronto, ON M5A 1N1

All feedback, including complaints, will be: logged, reviewed by the Health & Safety Committee, reported to the SVP - Operations, addressed and responded to via email or by mail (where return address information is provided).

Customers can expect to hear back within 10 business days.

## **Notice of availability**

Response Innovations will notify the public that our documents related to accessible customer service are available upon request by posting a notice on the bulletin board in the kitchen area, and on our website.

## **Modifications to this or other policies**

Any policy, practice or procedure of Response Innovations that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.



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