

# ACCESSIBILITY POLICY

## POLICY # 1-20

### VERSION HISTORY

VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Catherine David Nolan	December 1, 2011	Initial Policy	Nicole Vanslyke
2	Catherine David Nolan	October 23, 2014	Update for "Team Member" references	Nicole Vanslyke
3	Catherine David Nolan	June 13, 2018	General review and update	Nicole Vanslyke
4	Demi Tsioros	February 28, 2020	General review and update	Nicole Vanslyke
5	Demi Tsioros	May 20, 2021	Update policy title and format Include language on Team Member selection	Nicole Vanslyke

### SCOPE

This policy applies to all Reliance Team Members and sub-contractors.

### POLICY STATEMENT

Reliance is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that respects their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and all applicable accessibility laws.

We are committed to giving people with disabilities the same opportunity to access our products and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Reliance is also committed to providing the same employment opportunities to all people, including those with disabilities.

## POLICY SECTIONS

### SECTION 1: PROVIDING PRODUCTS AND SERVICES TO PEOPLE WITH DISABILITIES

Reliance is committed to excellence in serving all customers, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

Communication: We will communicate with people with disabilities in ways that take in to account their disability. We will train team members who communicate with customers on how to interact and communicate with people with different types of disabilities.

Telephone Services: We are committed to providing fully accessible telephone services to our customers. We will train team members to communicate with customers over the telephone in clear and concise language and to speak clearly and at a pace suitable to the customer. We will offer to communicate with customers via a relay Service or email if telephone communication is not suitable to their communication needs or is not available.

Assistive devices: People with disabilities may use their personal assistive devices when accessing Reliance's products, services or facilities. We will ensure that our team members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our products or services.

Contract/Service Agreements and Billing: We are committed to providing accessible service agreement documents and invoices to all customer. For this reason, these documents will be provided in the following formats, upon request: hard copy, email, large print. We will answer any questions customers may have about the content of these documents in person on our premises that are open to the public, by telephone, by email, online through our website or mail.

Use of support persons and service animals: We are committed to welcoming people with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties. We will also ensure that all Team Members, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are also committed to welcoming people with disabilities who are accompanied by a support person.

### SECTION 2:

#### 2.1. NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unplanned disruption to services or facilities for customers with disabilities Reliance will post a notice regarding of such disruption. This notice will include the reason for the disruption, the expected duration and a description of alternate services, if available.

#### 2.2. TEAM MEMBER TRAINING

Reliance will provide training to all Team Members, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. The training will be provided as part of New Hire Training as soon as practicable after being hired and will provide training in respect to any changes in policies, procedures and practices.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a disability is having difficulty accessing Reliance's products and services
- Reliance's policies, procedures and practices relating to the customer service standard

### 2.3. CUSTOMER FEEDBACK PROCESS

Reliance strives to meet and exceed customer expectations while serving customers with disabilities. As such, Reliance welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided by to Reliance Home Comfort, Attention: AODA Compliance, PO Box 2305, Station A, Oshawa, ON L1H 7V5; by email to [officeofthepresident@reliancecomfort.com](mailto:officeofthepresident@reliancecomfort.com) or go to our [website](#). Feedback may be provided by telephone by calling 416-499-7600. All feedback will be directed to the respective Manager. Customers can expect to receive a response within 72 hours of the feedback being received by Reliance.

### 2.4. EMPLOYMENT

Reliance notifies job applicants, Team Members and the public that accommodations can be made during all stages of the recruitment and hiring process.

Reliance will provide our internal Accommodation Policy to all Team Members as soon as practicable after they begin employment. We provide updated information to Team Members when there is a change in policy.

### 2.5. QUESTIONS ABOUT THIS POLICY

This policy exists to provide support and direction to Reliance Team Members so that they may deliver service excellence to all customers, including those with disabilities. If anyone has a question about the policy, or if the purpose of this policy is not understood, please contact Reliance Human Resources Department, or Nicole Vanslyke at [nvanslyke@reliancecomfort.com](mailto:nvanslyke@reliancecomfort.com), for further clarification.

## RELATED POLICIES AND OTHER REFERENCES

Accessibility for Ontarians with Disabilities Act, 2005

## CONTACTS

SUBJECT	CONTACT	PHONE	EMAIL
General Inquiries on policy	Nicole Vanslyke	(416) 499-4036	<a href="mailto:nvanslyke@reliancecomfort.com">nvanslyke@reliancecomfort.com</a>