

Regxia Inc. Human Resources Policy			
Category:	Employment	Date Issued:	October 5, 2015
Policy Title:	Accessibility for Ontarians with Disabilities Act - Accessible Customer Service Plan	Replaces Revision:	N/A (NEW)

Regxia Inc. – Accessible Customer Service Plan

Providing Services to People with Disabilities

Regxia Inc. 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 various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our 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.

Fees will not be charged for support persons.

Notice of Temporary Disruption

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

The notice will be made publicly available at the following locations:

- Regxia Inc.'s front entrance; and,
- Regxia Inc.'s Website via the rotating banner.

Training

Regxia Inc. 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:

Management

Staff will be trained on Accessible Customer Service within 14 business days after being hired or promoted to a position requiring training.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard;
- Regxia Inc.'s plan related to 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;
- What to do if a person with a disability is having difficulty in accessing Regxia Inc.'s 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 Regxia Inc. provides goods and services to people with disabilities can provide feedback in the following way(s):

- e-mail (hr@regxia.com);
- By mail to Regxia Inc.'s main mailing address.

All feedback, including complaints, will be handled in the following manner:

- Direct all feedback to the Manager, Human Resource who will coordinate any response and follow-up.

Customers can expect a reply to any feedback within 30 days.

Notice of Availability

Regxia Inc. will notify the public that our documents related to accessible customer service are available upon request by posting a notice on our website.

Modifications to Policies

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