

Reliance Comfort Limited Partnership Accessibility for Ontarians with Disabilities Act Policy

Policy Effective Date: December 1, 2011

Policy Updated Date: October 23, 2014

Policy Updated Date: June 13, 2018

Our mission

The mission of Reliance is to provide our customers peace of mind. We take the risk out of products and services that are essential to their lives and businesses. We make it easy.

Our commitment

In fulfilling our mission, Reliance strives at all times to provide its products and services in a way that respects the dignity and independence of people with disabilities. We are also 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.

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: We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our products and services. 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 of our customers. 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 staff, 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.

Notice of temporary disruption

Within 6 hours of Reliance being notified of a disruption in the facilities or services usually used by the people with disabilities, we 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.

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 within three months of the start of their employment with Reliance. Team members will also be trained on an ongoing basis when changes are made to Reliance's 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

Customer Feedback Process

Reliance strives to meet and exceed customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Reliance provides products and services to people with disabilities can be made by mail to Reliance Home Comfort, Attention: AODA Compliance, PO Box 2305, Station A, Oshawa, ON L1H 7V5. To submit feedback electronically, customers may email HRinfo@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.

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 your Human Resources Department for further clarification.