



Tel.: (905) 264-6173

Fax.: (905) 264-0718

131 Marycroft Ave., Unit #3, Woodbridge, ON L4L 5Y6

Customer Service Accessibility Policy

Introduction

The purpose of the policy is to affirm Ravine Mushroom Farms Inc (RMFI's) commitment to providing goods and services to persons with disabilities in a way that respects their dignity, independence, and rights of equal opportunity and access. RMFI is required by the law to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005. As such, RMFI is committed to meeting and exceeding customer needs and expectations.

Providing goods, services or facilities to people with disabilities

RMFI is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. RMFI understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

RMFI is committed to complying with both the *Ontario Human Rights Code* and the *AODA*. RMFI is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

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Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

RMFI 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 goods, services or facilities.

Customer service personnel have access to a mobile ramp that can be used for our doors and curbs access by use of a wheel chair. The staff have been trained on how to use this device and also how to assist the customers.

Communication

RMFI will communicate with people with disabilities in ways that take into account their disability. RMFI will work with the person with a disability to determine what method of communication works for them. RMFI will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

RMFI is committed to providing accessible telephone services to our customers. RMFI will train staff to communicate with customers over the phone in a clear and plain language and to speak clearly and slowly. RMFI will offer to communicate with customers by email, mail and any other means available or any other service that is available if telephone

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communication is not suitable to their communication needs or is not available.

Billing

RMFI is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail etc. RMFI will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Service Animals

RMFI welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When RMFI cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario

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- College of Optometrists of Ontario
 - College of Physicians and Surgeons of Ontario
 - College of Physiotherapists of Ontario
 - College of Psychologists of Ontario
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited from the following areas:

Food Processing Plant (Under Food and Drug act)

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.

In certain cases, RMFI might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, RMFI will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

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Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, RMFI will notify customers promptly. The 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.

Training

RMFI will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing RMFI policies
- anyone who provides goods, services or facilities to customers on RMFI behalf.

Staff will be trained on accessible customer service within 1 month after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- RMFI's policies 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, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing Ravine Mushroom Farms Inc.'s goods, services or facilities

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Staff will also be trained when changes are made to RMFI accessible customer service policies.

Feedback process

RMFI welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way RMFI provides goods, services or facilities to people with disabilities can provide feedback in the following way(s): by submitting an e-mail at info@ravinemushrooms.com or by fax at 905 264 0718 or by calling customer service at 905 264 6173.

All feedback, including complaints, will be directed to the customer service personnel who ensure that the issues have been addressed.

Customers can expect to hear back in 7 days.

RMFI will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

RMFI will notify the public that documents related to accessible customer service, are available upon request by posting a notice at the front entrance and also on the company's website.

RMFI will provide this document in an accessible format or with communication support, on request. RMFI will consult with the person making the request to determine the suitability of the format or communication support. RMFI will provide the accessible format in a timely manner and, at no additional cost.

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Modifications to this or other policies

Any policies of RMFI that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.