

Customer Service Accessibility Policy

Our Purpose

Riverside Natural Foods Ltd. is committed to ensuring that we meet the needs of all customers. We strive to ensure that we foster an inclusive community by identifying and removing barriers faced by persons with disabilities and to provide our service that respects the dignity, independence, integration, and equal opportunity for all people.

Assistive Devices

Persons with a disability are welcomed to use their assistive devices when accessing our goods, services, and at our facility. If there is a concern about the use of assistive devices that may cause an unavoidable health and safety concern to our customers, Riverside will provide an additional method to assist those persons so they are able to access our goods and services.

We will ensure that employees are trained and familiar with various assistive devices that may be used by customers with disabilities to access our goods and services.

Communication

Riverside will communicate with persons with a disability in ways that will take into account their limitations. This may include:

- training the employees who communicate with customers on how to interact and communicate with people with various types of disabilities.
- training employees to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- offer to communicate with customers by other means of communication, e.g. by email or in person

We will work together with the person with a disability to determine what method of communication works for them.

Service Animals

All those persons with a disability are welcomed with their service animal. Service animals are to enter those areas of our facilities that are open to the public and to keep the animal with them at all times unless the animal is otherwise excluded by law. If the service animals are excluded by another law, Riverside side will explain why the animal

is excluded and discuss additional ways to the customer to provide our goods and services.

When we are unable to identify if the animal is a service animal, our team may ask for additional documentation (a letter or form) from a health care professional that the person needs the service animal due to their disability.

A service animal is identified with visual indicators, such as a vest or harness, or when it assists the person with a task.

Service animals are prohibited in the following areas:

- Warehouse
- Production
- Food handling areas at the facility

Support Persons

We welcome persons with disabilities who may be accompanied and assisted by a support person. Riverside may require for a person with a disability to be accompanied by a support person for health or safety reasons for the person with a disability or for others at the facility.

Before a decision is made, Riverside will:

- Consult with the person with a disability to understand their needs
- Work with the health and safety team to provide reasons if there is no other way to protect the person or others at the facility

Notice of Temporary Disruption

Most business with our customers is conducted by telephone or via email. In the event of a planned disruption in services or the availability of services, Riverside will make a reasonable effort to inform customers with notice on our website, on our automated telephone answering system, or by signage posted at the premises entrance. In the case of an unexpected disruption, we may not be able to provide advance notice.

Training

Riverside Natural Foods Ltd. Will provide accessible customer service training to:

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

Employees will be trained on accessible customer service as soon as practicably possible after being hired.

The training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Riverside's policies related to the customer service standard
- How to interact with people with various types of disabilities
- How to interact with people who use an assistive device, assistance of a service animal or support person
- How to use equipment or devices available on-site
- What to do if a person with a disability that is having difficulty accessing our goods, services, or facilities

When changes are made, our employees will be trained on our accessible customer service policy.

Feedback

Riverside welcomes all feedback that will help us identify barriers and respond to our concerns of our customers. All accessibility related feedback will be handled through our regular complaint handling procedures.

Feedback may be provided through:

- telephone,
- email,
- or by other forms of technology that can be communicated to the customer

Customers can expect to hear back by our team within 14 days.

Riverside will make sure that those persons who have a disability are able to use our feedback process by providing or arranging accessible formats and communication supports when requested. We will consult with the person requesting the accessible format to determine the suitability or communication support. This will be in a timely manner with no additional cost added.

More Information

For more information on our accessibility policy and to request a standard and accessible format, please contact us at 416-360-8200 ext. 206 or by email at aoda@riversidenaturals.com.