



Accessibility Customer Service Plan, Ontario Regulation 429/07

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May 2025 Revision (2)

Accessibility

Providing Goods and Services to People with Disabilities

General

Reliable Window Cleaners (Sudbury) Ltd. (RWC) is committed to delivering exceptional service to all customers, including those with disabilities. Our policies are aligned with the Accessibility for Ontarians with Disabilities Act (AODA), 2005, to ensure that goods and services are accessible to everyone.

Communication

RWC is committed to effective communication with individuals with disabilities, consulting with them to understand and accommodate their specific communication needs. Our staff are trained to communicate clearly and effectively using plain language and alternative formats as required. Communication methods include telephone, email, and in-person interactions, all tailored to meet the individual's preferences.

Telephone Services

To provide accessible telephone services, RWC staff are trained to speak clearly and slowly, using simple language to ensure effective communication. If telephone communication is not feasible, we offer alternative methods such as email or in-person meetings to maintain effective communication with all customers.

Assistive Devices

RWC also supports the use of assistive devices for accessing our services. Staff are trained to assist customers using devices such as mobility aids, hearing aids, and communication boards. Customers are encouraged to inform us of their specific needs so that we can facilitate service delivery effectively.

Billing

Invoices can be provided in accessible formats upon request, including hard copies, large print, and email. RWC staff are available to assist customers in understanding their invoice content through in-person meetings, telephone, or email communication, ensuring that all customers can access billing information in a format that suits their needs.

Use of Service Animals and Support Persons

RWC welcomes individuals with disabilities who are accompanied by service animals or support persons. Service animals are permitted in areas of our premises open to the public. Support persons are also allowed to accompany individuals with disabilities at all times, and no fees will be charged for support persons when accessing our services.

Notice of Temporary Disruption

In the event of a planned or unexpected service disruption that affects accessibility, RWC will notify customers through clearly posted notices at public entrances and service counters. The notice will provide



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information regarding the reason for the disruption, its expected duration, and details of alternative services or facilities available, if applicable.

Training for Staff

All employees and third parties interacting with the public on behalf of RWC receive training on AODA Customer Service Standards. This training includes effective communication with individuals with various disabilities, assisting with assistive devices, service animals, and support persons, and responding to accessibility-related inquiries or challenges. Training is provided upon hire and is regularly updated to ensure ongoing compliance, with completion tracked and monitored. Training will include the following:

- An overview 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
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Reliable's services
- RWC policies, practices, and procedures relating to the customer service standard.
- Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. The training provided will be tracked to ensure compliance.

Contact Information

RWC values feedback regarding accessibility and service delivery. Customers can provide feedback through our online Customer Service Accessibility Feedback Form or by contacting our Accessibility Officer. Feedback helps us continuously improve our service delivery and accessibility standards.

For more information or to request communication in an accessible format, customers can contact the RWC Accessibility Officer at 705-675-5281 or via email at accessibility@reliableclean.com. At RWC, we are committed to continuously enhancing our accessibility practices and encourage all customers to share their experiences and suggestions.