



Accessibility Formats for Receiving and Responding to Feedback – Policy and Procedures

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May 2025 Revision (4)

Accessibility

Commitment

Reliable Window Cleaners (Sudbury) Ltd. (RWC) recognizes the importance of feedback in identifying barriers to accessibility and in its commitment to continual service improvements and service excellence. For this reason, we welcome your comments.

RWC will ensure that our current feedback processes are accessible to people with disabilities by providing accessible formats and communications support, upon request. When an accessible format is requested, we will consult with the person to determine suitability of format. The feedback process has been made available on the Company's website and internal office bulletin board.

Definitions

"Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats and other formats usable by persons with disabilities.

"Communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

"Feedback Process" includes any existing or future process designed to solicit, receive or provide feedback to and from customers, clients, third party contractors, employees or volunteers.

"Information" includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Application

This policy and its procedures apply to documents and information including the feedback process, made available by RWC, if RWC controls the material either directly or indirectly through a contractual relationship.

This policy and its procedures apply to all employees, contractors, volunteers, third parties, customers and members of the public that may request an accessible format of an existing or future feedback process.

Exceptions

RWC will strive to make reasonable efforts to provide accessible information and communications to people with disabilities, however exception exist. Exceptions include the following reasons:

- It is not technically feasible to convert information or communication.
- The technology required to convert the information or communication is not readily available;
- RWC does not control the information directly or indirectly through a contractual relationship



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If RWC determines that information or communications cannot be converted into an alternative format or provided through communication support, the reasons for this will be explained to the individual who is making the request, and he/she will be provided with a summary of the information or communications being requested. The format of the summary will be determined in consultation with the individual and provided in a method that considers his/her disability. For example, the summary may be provided in large print, plain language, read and explained to individual, or provided in another reasonable format.

Considerations for Determining Reasonable Effort

When determining any form of reasonable accommodation staff and others will address the matter with the individual and consider the effect of the accommodation on the ability of others to access services and opportunities in their intended manner, health and safety; the costs of the accommodation as they relate to undue hardship; and the principles of integration, equality of opportunity, and respect for dignity and independence.

Existing Methods of Providing & Receiving Feedback

An accessible feedback process permits feedback, including complaints, relating to goods, services, and facilities, to be given through multiple methods. RWC is pleased to provide accessible formats and communication support for its feedback processes to persons with disabilities upon request.

Members of the Public and Customers may provide feedback to RWC via the methods provided below:

All areas

<i>Mail</i>	Accessibility Care Department 345 Regent Street, Sudbury, ON P3C4E1
<i>Phone</i>	1-705-675-5281
<i>Email</i>	accessibility@reliableclean.com
<i>Website</i>	https://www.reliableclean.ca/contact

Sudbury and surrounding areas

In Person 345 Regent Street, Sudbury, ON P3C4E1

Timmins and surrounding areas

In Person 167 Wilson Ave., Timmins, ON P4N2T2

Sault Ste Marie and surrounding areas

In Person 56 Industrial Park Crescent, Sault Ste. Marie, ON P6B 5P2

Employee methods of providing and receiving feedback where accessible formats can be offered include:

- Intermittent Online Employee Survey



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- Annual Performance Reviews
- Open Door Policy for general feedback

Regardless of which process is used to provide feedback, the Accessibility Feedback Form will be used to record and track feedback. The form will either be filled in directly by the person providing the feedback or by the person receiving the feedback.

Employees must ensure that feedback provided is dealt with immediately. Some feedback may however, require more time to address and may need to be reviewed before action is taken. RCS will respond to the feedback using the same format in which it was received. Individuals providing feedback can expect a response within thirty (30) business days.

Providing Accessible/Alternative Formats and Communication Supports

RWC will notify the public and other third parties regarding the availability of accessible documents on the website www.reliableclean.ca. The notice will.

- Indicate that the document is available in accessible formats
- Provide a link to an electronic, plain-text version of the document; and,
- Explain how to request alternate formats

Accessible or alternative formats include a wide range of information formats and communication supports.

- Common Accessible or Alternative Formats include:
 - Accessible Adobe Acrobat PDF.
 - Audio Format such as CD.
 - Electronic Text
 - HTML
 - Large Print (16 point or larger)
 - MS Word
 - Accessible Website (Providing information on accessible websites)
- Common modifications to documents to improve accessibility for people with visual disabilities include:
 - Changing font size and style
 - Changing foreground and background colours
 - Changing the spacing between characters, words and lines

Future changes in technology and the communication needs of people with disabilities may result in changes to these procedures.



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Requesting Accessible / Alternative Formats

RWC is committed to addressing requests for accessible formats of feedback processes in a timely manner that considers the person's accessibility needs due to disability.

A. Contact Department Managers

People requesting feedback processes in alternative formats will be directed to the managers of the department responsible for the feedback process they require, such as Customer Care, Human Resources, Health & Safety, Communications etc.

Department managers will discuss the request with the individual involved to determine a reasonable format for the material.

After the manager and the individual with the disability agree upon a reasonable format, department managers will complete the AODA Customer Service Accommodation and Alternative/Accessible Format Request Form. Managers will then proceed to process the request in a timely manner.

B. Contact Area Offices

Individuals who require information in alternative formats can contact RWC Offices for assistance. The individual will be connected with the applicable department manager who will discuss reasonable and suitable formats with them and complete the AODA Customer Service Accommodation and Alternative/Accessible Format Request Form. The Customer Relations Department will work with the applicable department to address the request. Appropriate contact information is referenced under section Existing Methods of Providing & Receiving Feedback section above.

Conversion Process Timeframe

RWC respects the rights of all people to access feedback processes and will respond to requests for alternative formats promptly. Converting existing feedback processes for individuals with disabilities will be given a high priority. The timeframe for alternative format conversions will vary depending on the format chosen, the size and complexity of the document, the quality of source documents, and the number of documents to be converted.

Inform Persons with Disabilities of the Progress of their Request

Staff, contractors or agents who are responsible for providing the documents in alternative formats will keep the individual informed of the progress of their request.



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Conversation Costs

In keeping with the principle of equality of opportunity for people with disabilities, RWC will absorb the costs associated with converting and distributing its materials to alternative formats for individuals with disabilities. Individuals with disabilities will not be charged a greater cost for alternative formats than the cost charged to others for information or communications in regular formats.

Privacy and Discretion Regarding Customer Information

The privacy of people with disabilities will be respected. Personal information, including information pertaining to the nature of an individual's disability will be kept confidential. Staff and others acting on behalf of RWC will be informed on a need-to-know basis only.

Alternative Format Resources

Accessible IT - Creates accessible documents specializing in Accessible PDFs.

<http://www.accessibilit.com>

Crawford Technologies - Creates accessible documents in Braille, Large Print, Audio CD, eText CD

<http://www.crawfordtech.com>

T Base - Creates accessible documents in Braille, Large Print, Accessible PDF, Audio, e Text, and

Accessible Websites <http://www.tbase.com>

Canadian Hearing Society - Sign Language Interpretation Services, CART (Real-time translation of speech to text for meetings, presentations etc.)

http://www.chs.ca/index.php?option=com_content&view=article&id=40&Itemid=54&lang=en