

Accessibility Policy for Customer Service

It is the policy of Radiant to create a discrimination-free environment that recognizes the individual accessibility needs of our customers and our staff.

Purpose

Radiant will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner.
- Taking into account individual needs when providing goods and services; and communicating in a manner that takes into account the customers 'disability'.
- Ensuring that all customers receive the same value and quality.

This policy is intended to meet legislated requirements in all locations where we operate, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Scope

- This policy applies to the provision of goods and services at premises owned and operated by Radiant.
- This policy applies to employees who deal with the public on behalf of Radiant.

Responsibility

It is the responsibility of Senior Management to ensure that all Employees follow the guidelines set out in this policy.

Senior Management is responsible to ensure that all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

General Principles

This section of the policy addresses the following:

- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Feedback Process
- Training
- Notice of Availability
- Notice of Temporary Disruption

1. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Radiant.

2. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

3. Support Persons

If a support person accompanies a customer with a disability, Radiant will ensure that both persons are allowed to enter the premises together, and that the customer is not prevented from having access to the support person.

4. Feedback Process

Radiant offers the opportunity for our Clients and Customers to provide feedback on their experience by accessing our website at <http://radiant.net/customer-care.php> or by contacting our Human Resources department by email hr@radiant.net or phone 416-663-9700 ext.353.

Written feedback can also be sent by mail to:

Human Resources
61 Wildcat Road
Toronto, ON
M3J 2P5

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

5. Training

Training will be provided to:

- All employees who deal with the public on behalf of Radiant.
- All employees who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions

- Ensure all employees who deal with public on behalf of Radiant have education and knowledge on how to uphold the principles of dignity, independence, integration and equal opportunity with our customers, including those with disabilities.

- Ensure understanding and compliance with any applicable legislation including the purpose of the legislation.
- Any requirements specified in legislation shall be included in the training.
- Training must be provided to all employees serving the public on behalf of Radiant, within thirty days from the date of hire.

Record of Training

Radiant will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

6. Notice of Availability

Radiant shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a manner that takes into account the person's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Radiant, such as Radiant's website.

7. Notice of Temporary Disruption

Radiant will provide Clients and Customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be placed on Radiant's website and/or at all public entrances on our premises where applicable.