

Remedy Holdings Inc.

POLICY: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE	EFFECTIVE DATE: JANUARY 1, 2012 REVISED:
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1. PURPOSE

The purpose of this policy is to fulfill the requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 and to establish a policy for Remedy Holdings Inc. for governing the provision of its goods or services to persons with disabilities. This policy applies to all employees of Remedy Holdings Inc., contracted staff, agents, volunteers, clients, patients and other customers.

2. OUR COMMITMENT

Goods and services will be provided in a manner that respect the dignity and independence of all people. We are committed to provide people with disabilities access to our goods and services in the same place and in a similar manner as other customers.

3. CUSTOMER SERVICE STANDARDS

Remedy Holdings Inc. strives to achieve excellence in serving all customers and patients including those with disabilities. Our functions and responsibilities are carried out in the following areas:

- **Assistive Devices**

We are committed to provide people with disabilities who require assistive devices full access to our goods and service. These devices include, but are not limited to the following: communication aids or personal assistive devices such as a walker, cane, etc.

- **Communication**

We will communicate in ways that take into account individual patient/customer disability. Employees will be trained on how to communicate with customers with disabilities. Whenever possible we will offer alternative communication formats that will meet the needs of customers with disabilities.

- **Telephone services**

We are committed to providing fully accessible phone service to our customers and patients. Our staff will be trained to communicate with customers over the phone in clear and plain language and to speak clearly and concisely. In the event that telephone service is not available or not suitable for the individual, we offer to communicate with our patients/customer by way of electronic mail

- **Service Animals and Support Person**

Unless otherwise excluded by law, we will welcome service animals into areas of our premises that are open to the public. The service animal must be in the care of the person with a disability or their support person at all times. We will ensure any support person accompanying a person with a disability is allowed into the premises and that the person with a disability is not prevented from having access to the support person.

- **Notice of temporary disruption**

In the event of a planned or unexpected disruption of services for customers with disabilities, we will notify customers immediately. A clear notice will be posted in a visible area and will include information and explanation of the disruption along with the anticipated length of time and alternate services available.

4. FEEDBACK

Remedy Holdings Inc. will accept comments from clients and patients via telephone, facsimile, electronic mail and in person. We will review all comments and any complaints will be investigated. Follow up is provided at customer's request.

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5. STANDARD FOR ACCESSIBLE INFORMATION AND COMMUNICATION

- Emergency procedures, plans and public safety information documents are made available to the public in an accessible format or with appropriate communication supports upon request.
- Remedy Holdings Inc. is committed to make information accessible, within the bounds of patient confidentiality.

6. STANDARD FOR ACCESSIBLE EMPLOYMENT

In the event that any employee, whether permanent or temporary, requires a personalized workplace emergency response plan, Remedy Holdings Inc. will create such a document as soon as the request is received from the employee.