

## **Providing Goods and Services to People with Disabilities**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy puts Natural Resource Solutions Inc. in compliance with these requirements.

Natural Resource Solutions Inc. is committed to excellence in serving all customers.

NRSI is committed to providing people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other customers. NRSI office buildings are fully accessible to all persons with disabilities.

Natural Resource Solutions Inc. strives at all times to provide goods and services in a way that respects the dignity and independence of people with disabilities, and we will commit to responsibilities in the following areas.

### **Communication:**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email and/or Bell relay services etc, if telephone communication is not suitable to their communication needs or is not available.

### **Assistive Devices**

NRSI is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

### Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

NRSI is committed to welcoming people with disabilities who are accompanied by a support person, and at no time will they be prevented from having access to his or her support person while on NRSI premises.

### Notice of Temporary Disruption.

Natural Resource Solutions Inc. will provide customers with notice in the event of a planned or unplanned disruption in the service usually used by people with disabilities, including reason for the disruption, its anticipated duration and a description of alternate services, if available. This notice will be posted on all public entrances and service counters.

### Training of Staff

Natural Resource Solutions Inc. will provide training to all employees, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided in a timely manner after staff commences their NRSI duties.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and 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.

### Feedback

The ultimate goal of Natural Resource Solutions Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.