

## Customer Service Accessibility Policy

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### Our Purpose

Riverside Natural Foods Ltd. is committed to meeting the needs of all customers, including persons with disabilities, by fostering an inclusive community. We aim to identify and remove barriers while providing services that respect dignity, independence, integration, and equal opportunity.

### Assistive Devices

Persons with disabilities are welcome to use their assistive devices to access our goods, services, and facilities. If an assistive device poses a health or safety concern, Riverside will provide alternative methods to ensure accessibility. Employees will receive training to familiarize themselves with various assistive devices that customers may use.

### Communication

Riverside will communicate with persons with disabilities in ways that accommodate their needs. This includes:

- Training employees to interact with people with various disabilities.
- Using clear, plain language and speaking slowly when communicating over the phone.
- Offering alternative communication methods, such as email or in-person discussions. We will collaborate with individuals to determine the most effective communication method.

We will work together with the person with a disability to determine what method of communication works for them.

### Service Animals

Persons with disabilities are welcome to bring their service animals into areas open to the public, except where prohibited by law (e.g., warehouse, production, and food handling areas). If a service animal is excluded, Riverside will explain the reason and provide alternative solutions to ensure access to goods and services. Service animals must be identifiable through visual indicators (e.g., vest or harness) or by performing

specific tasks. If identification is unclear, Riverside may request documentation from a healthcare professional.

## Support Persons

Persons with disabilities may be accompanied by a support person. Riverside may require a support person for health or safety reasons, but only after:

- Consulting with the person with a disability to understand their needs.

Collaborating with the health and safety team to determine if no other options are available to ensure safety.

## Notice of Temporary Disruption

In the event of a planned service disruption, Riverside will notify customers through:

- Our website.
- Automated telephone answering system.

Signage at the premises entrance. For unexpected disruptions, we will make reasonable efforts to provide notice as soon as possible.

## Training

Riverside will provide accessible customer service training to:

- All employees and volunteers.
- Policy developers.
- Individuals providing goods, services, or facilities on our behalf.

Training will be provided as soon as practicable after hiring and will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, and customer service standards.
- Riverside's accessibility policies.
- Interaction with people with various disabilities, including those using assistive devices, service animals, or support persons.
- Use of equipment or devices available on-site.
- Steps to assist individuals experiencing difficulty accessing goods, services, or facilities.

Employees will receive updated training when accessibility policies are revised.

## Feedback

Riverside welcomes feedback to identify and address barriers. Accessibility-related feedback will follow our standard complaint handling procedures. Feedback can be provided via:

- Telephone.
- Email.
- Other accessible communication methods upon request.

We will respond within 14 days. Accessible formats and communication supports will be provided at no additional cost, in consultation with the individual.

## More Information

For more information or to request accessible formats of this policy, please contact:

- Phone: 416-360-8200 ext. 206
- Email: [info@riversidenaturals.com](mailto:info@riversidenaturals.com)