



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Roylco Limited is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

Persons with a disability are permitted where possible to use their own assistive devices when on our premises for the purposes of obtaining, using or benefitting from our services. Where it is not possible we will make arrangements to meet with them at an alternative location. 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 services.

Communication

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

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

Roylco Limited will give notice of temporary disruptions to services or facilities used by persons with disabilities including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice shall be posted prominently at the facility and on our web site www.roylco.ca when appropriate. When the disruption is planned, advance notice will be provided where possible.

Accessible Customer Service Plan (continued)

Training

Roylco Limited will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Roylco Limited's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Roylco Limited's services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback Process

The goal of Roylco Limited is to meet customer expectation while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Roylco Limited provides goods and services to people with disabilities can be made:

In Person: 30 Northland Road, Waterloo Ontario. N2V 1Y1

By Telephone: 519-885-0451

By Mail: Roylco Limited, 30 Northland Road, Waterloo Ontario. N2V 1Y1

By E-mail: request@roylco.ca

All feedback will be directed to the president.

Customers can expect a response within 2 weeks of submitting their feedback.

Modifications to This or Other Policies

Any policy of Roylco Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Availability of Documents

This document has been prepared as required under the Accessibility Standards for Customer Service and Roylco Limited will provide a copy upon request.