



Chartered  
Professional  
Accountants

## Accessible Customer Service Policy

All goods and services provided by RLB shall follow the principles of dignity, independence, integration and equal opportunity.

### **The Provision of Goods and Services to Persons with Disabilities**

RLB will make every reasonable effort to ensuring that all clients receive the same value and quality; allowing clients 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 clients with disabilities have access to the same services, in the same place and in a similar manner; taking into account individual needs; and communicating in a manner that takes into account the client's disability.

### **The Use of Assistive Devices**

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

### **The Use of Guide Dogs, Service Animals and Service Dogs**

A client with a disability that is accompanied by a 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 Use of Support Persons**

If a client with a disability is accompanied by a support person, RLB will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person. Confidentiality will be addressed with each client requiring use of a support person.

### **Notice of Service Disruptions and Client**

Feedback In the event of a service disruption to facilities or services that client's with disabilities rely on to access or use RLB's goods or services, reasonable efforts will be made to provide advance notice and clients will be accommodated in the absence of the service to the best of their ability. Feedback RLB shall provide clients with the opportunity to provide feedback on the service provided to clients with disabilities.

### **Training**

All team members, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of RLB will be provided with AODA training and how it is applicable to RLB and their clients.

### **Notice of Availability and Format of Required Documents**

RLB shall notify clients that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the client's disability.

SIGNED:  \_\_\_\_\_

DATE: March 10, 2025