



ritchie-smith feeds

Accessibility Plan

General:

Contract: Office Manager

Email: accessibility@rsfeeds.net

Phone number: 604-859-7128

By mail: 33777 Enterprise Avenue, Abbotsford BC, V2S 7T9

Employment:

Ritchie Smith Feeds Inc. has set up a central contact point for all questions and requests related to accessibility. In addition, we plan to do the following:

1. Include a statement in our employment policy that accommodation for employees with disabilities is available throughout the employment process.
2. Provide awareness training for all managers and supervisors on accessibility barriers faced by people with disabilities.
3. Update our internal communication board to include information on accessibility and support for employees with disabilities.

The Built Environment:

We plan to identify barriers that may hinder current or future employees with disabilities. These barriers may include:

1. There may not be enough automatic or push-button doors in our primary pathways.
2. Door knobs may not be easily turned by a person with limited mobility or strength.
3. Fire policy and safety plans may not be in place for the evacuation of people with disabilities.
4. Exit instructions may not be printed in large text, and mounted in an accessible, highly visible location.
5. Fire alarms may not have both visual and audible signals.

Information and Communication Technologies (ICT):

We plan to ensure that our information and communication technologies (ICT) are accessible. Questions that we will be asking include:

1. Do we use headings correctly to organize the structure of our content?
2. Do we give our links unique and descriptive names?
3. Do we design our forms for accessibility?
4. Do we use fonts that screen readers and other assistive devices can properly read?
5. Do we ensure that there is a strong colour contrast between the text and backgrounds of our web pages and electronic documents?
6. Do we test, evaluate and comply with digital content accessibility standards?

The Procurement of Goods, Services and Facilities:

We plan to review our procurement procedures for accessibility.

Customer Service:

Ritchie Smith Feeds Inc. is committed to providing excellent service to our customers which considers accessibility in the following ways:

1. We communicate with customers in person, by email, or by any other alternative format requested by the customer.
2. We ensure that customers are able to use their personal assistive devices while on our premises.

Transportation:

Ritchie Smith Feeds Inc. does not have any action items for this category.

Consultations:

Ritchie Smith Feeds Inc. consulted persons with disabilities by telephone and one-on-one discussions in the preparation of this Accessibility Plan.

Feedback:

We accept feedback by mail, telephone and email.

Feedback will be acknowledged in the same way that the feedback was sent to us.

We do not acknowledge feedback that is sent to us anonymously.