

CROWN PROPERTY MANAGEMENT INC.

Accessibility for Ontarians with Disabilities Policy (AODA)

Customer Service Policy

Crown Property Management Inc. (CPMI) is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We strive to give people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

CPMI will use every reasonable effort to ensure that all policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity. Policies and procedures will be reviewed and updated to ensure ongoing compliance with regulated accessibility standards and legislated obligations.

The purpose of this policy is to outline responsibilities of employees and workers who interact with tenants, clients, the public or third parties on behalf of CPMI in providing goods and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

This policy applies to all employees and workers who:

- interact with tenants, clients, the public or third parties on CPMI's behalf; and
- are involved in the development, approval, monitoring or implementation of CPMI's customer service policies, practices and procedures about the provision of goods and services.

Definitions

Customer

For the purpose of this policy, the term "customer" includes tenants, clients, the public or third parties who visit or work on premises managed or occupied by CPMI.

Disability

For the purpose of this policy, the term "disability" includes:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal

For the purpose of this policy, an animal is a service animal for a person with a disability:

- if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person

For the purpose of this policy, a “support person” is a person:

- who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or with access to goods or services.

The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Commitment of the Company

CPMI is committed to excellence in serving all customers including people with disabilities. The commitment is demonstrated in the areas of:

1. Communication

We communicate with people with disabilities in ways that take into account their disability. We train employees and workers who communicate with customers on how to interact and communicate with people with various types of disabilities.

2. Telephone Services

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

3. Assistive Devices

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

4. Billing

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

5. Use of Service Animals

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 and other third parties. We will ensure that all employees and workers dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

6. Use of Support Person

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter CPMI's premises. At no time will people with disabilities who are accompanied by a support person be prevented from having access to his or her support person while on our premises.

7. Notice of Temporary Disruption

CPMI provides customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if available.

Procedures

Training for Staff

CPMI provides training to all employees and workers who:

- could reasonably be expected to interact with customers on CPMI's behalf; and
- are involved in the development, approval, monitoring or implementation of CPMI's customer service policies, practices and procedures about the provision of goods and services.

Training is developed and delivered in various formats. Training includes the following:

- the purpose of the Accessibility of Ontarians with Disabilities Act, 2005 and the requirements of 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 CPMI's goods and services; and
- CPMI's policies, practices and procedures relating to the customer service standard.

Employees and workers will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of CPMI is to meet and exceed customer expectations while serving customers with disabilities. Comments on how well those expectations are being met are welcome and appreciated. A Customer Service Feedback Form is available online or by email at accessibility@crp-cpmi.com or can be mailed, faxed or emailed to you, by calling Nancy Matthews at (647) 729-2608 or in person by arranging an appointment. All feedback will be directed to the President of CPMI. Customers can expect to hear back within ten business days.

Modification to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All CPMI policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities and ensure on-going compliance with regulated accessibility standards and legislated obligations.

Questions about This Policy

This policy exists to achieve service excellence to customers with disabilities. Questions about this policy can be sent to accessibility@crp-cpmi.com or by calling Nancy Matthews at 647.729.2608.

This policy is available in alternate formats upon request.

Breach of Policy

CPMI will not tolerate unfair behaviour toward customers who have disabilities. Any employee or worker action which undermines or is in breach of this policy will be subject to disciplinary measures, up to and including termination of employment. If a third party is found to have violated this policy, CPMI will remove them from the premises, and/or terminate their contract.