

Accessible Customer Service Policy

ID: RG/CP No.3	Issue Date: February 7, 2012	Page 1 of 3
Revision Level: 0	Revision Date:	Approved by: President

1. Purpose and Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (“the AODA”) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. Under the AODA, Ontario Regulation 429/07, entitled “Accessibility Standards for Customer Service (“the Regulation”), came into force on January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

The objective of this policy is to identify what the equal treatment provisions of the Ontario Human Rights Code, through the AODA and the Regulation, require as a minimum legal standard in program design and service delivery to persons with disabilities and addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Communication with persons with disabilities;
- Training;
- Customer feedback regarding the provision of goods and services to persons with disabilities;
- Notice of availability and format of documents.

2. Scope

Royale Grande Property Management Ltd. strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. It applies to all owners, tenants, visitors, employees, and third party contractors.

3. Components of the Policy

3.1. The provision of goods and services to persons with disabilities

Royale Grande Property Management Ltd. will use reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles as outlined in the AODA.

3.2. The use of assistive devices by persons with disabilities

Personal assistive technologies are permitted and unrestricted in all areas to which employees, owners, tenants, third party contractors and the public have access, except when subject to the health, safety and/or security integrity. Use and safety of personal assistive devices is the responsibility of the person with a disability.

3.3. The use of service animals by persons with disabilities

Persons with a disability who are accompanied by a service animal may access premises owned by the condominium corporation and managed by Royale Grande Property Management Ltd, if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the condominium corporation will ensure that alternate means are available within reasonable time and location to provide persons with a disability to the corporation's services.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter premises accompanied by a service animal needs to be considered. As an example of such situation includes, but is not limited to, where a person is allergic to animals and adversely affected if he/she is in close proximity to a service animal.

If deemed necessary, an assessment will be conducted by the President of Royale Grande Property Management Ltd. This assessment will identify the risk inherent with the service animal being in the area of concern and alternate measures available to enable the person with a disability to access this service.

3.4. The use of support persons by persons with disabilities

A support person who has been hired or chosen by the person with a disability to accompany him/her in order to assist in accessing goods or services or for the purpose of providing support with mobility, personal assistance or communication, may access premises owned by the condominium corporation that are open to owners, tenants, visitors and third party contractors.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter premises accompanied by his/her support person needs to be considered.

If deemed necessary, an assessment will be conducted by the President of Royale Grande Property Management Ltd. This assessment will identify the risk inherent with the support person being in the area of concern, and the alternate measures available to enable the person with a disability to access this service.

3.5. Notice of temporary disruptions in services and facilities

In the event of a service disruption affecting owners, tenants, visitors or third party contractors it is the responsibility of the condominium corporation's representative to take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, the corporation's web site, physical posting of notices and temporary signage and/or communication via email to affected individuals. In accordance with the AODA, notice must be conspicuous and indicate any alternatives that exist to allow access to persons with disabilities during the disruption. The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption;
- Information about the reasons for the disruption;
- Anticipated duration of the disruption;
- Descriptions of alternative facilities or services, if any; and
- Contact information for the responsible service area.

3.6. Communication with persons with disabilities

Communication with a person with disability will be done in a manner that takes into account the person's disability.

3.7. Training

The staff of the condominium corporations managed by Royale Grande Property Management Ltd. along with the Royale Grande's employees will be provided with basic training on AODA customer service. New employees will be provided such training as part of their orientation. Such training shall include:

- A review of the purpose of the AODA and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the available equipment or devices that may assist with the provision of services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing services;
- How to develop and review policies, procedures and practise relating to the provision of services to persons with disabilities.

Documentation of training of employees and third party contractors shall be maintained and recorded in the form RG/40.

3.8. Customer feedback

Feedback about the delivery of service to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing, or via email. All feedbacks are to be addressed to the President of Royale Grande Property Management Ltd.

Royale Grande Property Management Ltd. will make best efforts to provide a response in the same format in which the feedback was received.

Where possible, feedback will be addressed within three business days. Some feedback may, however, require more effort to address and may need to be reviewed before action is taken.

3.9. Notice of availability and format of documents

All documents required by the Accessibility Standards for Customer Service, notices of temporary interruptions, training records and written feedback process are available upon request., subject to the Freedom of Information and Protection of Privacy Act ("FIPPA"). When providing these documents to a person with a disability, Royale Grande Property Management Ltd. will endeavour to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

This policy may be available in alternative formats upon request.