

ALLIED

# Accessibility and Customer Service Policy

November 2017

# Accessibility and Customer Service Policy

## Introduction

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 (the “Customer Service Standard”) was established under the AODA to ensure goods and services are, where at all possible, equally accessible to every member of the public.

The Integrated Accessibility Standards, Ontario Regulation 191/11 (the “Integrated Accessibility Standard”) establishes particular accessibility standards for information and communications, employment, transportation and the design of public spaces.

In accordance with the AODA, the Customer Service Standard and the Integrated Accessibility Standard, we at Allied Properties Management Limited Partnership (“Allied”) have prepared this Accessibility and Customer Service Policy.

## Statement of Commitment

In fulfilling our mission, Allied strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place, and in a similar way as other visitors. We are committed to meet the accessibility needs of persons with disabilities in a timely manner. We will achieve this vision by preventing and removing barriers to accessibility and by meeting the accessibility requirements under the Integrated Accessibility Standards.

This policy seeks to achieve service excellence to persons with disabilities. If anyone has a question about the Policy, or its purpose, an explanation or reply will be provided by a member of the Human Resources.

## Accessibility and Customer Service Policy

### Application

The Customer Service Standard Policy applies to all persons who, on behalf of Allied, deal with members of the public or other third parties and to all persons responsible for the development, implementation or oversight of our policies, practices and procedures. Policies, Practices and Procedures.

We will make all reasonable efforts to ensure that our policies, practices and procedures which impact the delivery of our services to the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence.

## **Communication**

Accessible customer service requires employees to overcome and find ways around different barriers that customers may have. Allied's employees will receive training on how to successfully communicate with customers with disabilities to ensure accessible goods and services.

Allied's employees will communicate with people with disabilities in ways that take into account their disabilities.

## **Assistive Devices**

Assistive technology is a term used to describe the various forms of devices such as assistive, adaptive, and rehabilitative devices used to assist persons with disabilities. These devices are used to support the needs of the individual person and specific disability by enabling them to perform tasks that they may not have been able to accomplish formerly.

Examples of assistive devices include hearing aids, speech amplification devices, white canes, wheelchairs, screen readers, etc. If there is a physical, technological or other type of barrier that prevents the use of an assistive device on our premises we will make efforts to provide an alternative means of assistance to the person with a disability.

All persons to whom this Policy applies will receive training on how to interact with persons with disabilities who use assistive devices.

## **Service Animals**

Service animals are trained to carry out certain tasks that help people with disabilities. There are three types of assistive animals that have been categorized by the international assistance animal community:

- Guide Animals: Used to guide the blind
- Hearing Animals: Used to help signal the hearing impaired
- Service Animals: Used to do work for persons with disabilities other than blindness or deafness

Persons with a disability may enter our premises accompanied by a service animal, and keep the service animal with them, if the public has access to such premises and the service animal is not otherwise excluded by law. If a service animal must be excluded by law, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

All persons to whom this Policy applies will receive training on how to interact with persons with a disability accompanied by a service animal.

## **Support Persons**

A person with a disability may enter premises owned and/or operated by Allied with a support person and have access to the support person while on the premises. We may require a person with a disability to be accompanied by a support person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

All persons to whom this Policy applies will receive training on how to interact with persons with a disability who are accompanied by a support person.

## **Notice of Temporary Disruptions**

Sometimes accessibility features or services require repair or are just temporarily unavailable. We will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Allied will notify customers promptly. A clearly posted notice will include information about the reasons for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

## **Training**

We will provide training to all persons to whom this Policy applies. In particular, we will ensure the following persons receive training:

- every person who deals with members of the public or other third parties on behalf of Allied; and
- every person who participates in developing our policies, practices and procedures governing the provision of services to members of the public or other third parties.

Training will include:

- an overview of the AODA and requirements of the Customer Service Standard;
- a review of the Policy;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with a disability who use an assistive device or require the assistance of a service animal or support person;
- how to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services; and
- what to do if a person with a disability is having difficulty accessing our premises and/or services.

This training will be provided to employees after being hired and they will be retrained in the event that changes are made to the plan.

#### **Documentation to be Made Available**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of same shall be posted on a high-traffic area at each premise to which this Policy applies.

#### **Feedback Process**

We welcome and appreciate feedback regarding the Accessibility and Customer Service Policy and its implementation. Allied's customers who wish to provide feedback on the way we provide services to people with disabilities can contact a member of the Human Resources at 416.977.9002 or at [hr@alliedreit.com](mailto:hr@alliedreit.com).

Where possible, we will respond to complaints within two (2) weeks of the date that the complaint is received.

In certain circumstances we may be required to take more action to effectively address the complaint. In such circumstances the customer will receive an acknowledgement that the complaint has been received within two (2) weeks and we will respond to the complaint as soon as is practicable thereafter.

#### **Accessible Format of Documents**

We will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account. We will work with the person to find a format that is accessible. For an accessible version of this policy, please contact a member of the Human Resources at 416.977.9002 or at [hr@alliedreit.com](mailto:hr@alliedreit.com).

# Accessibility for Ontarians with Disabilities Act | Multi-Year Accessibility Plan

## Category A: General Requirements

| COMPONENT                                       | DEADLINE                   | REQUIREMENT   | ACTION(S)   |
|---|----------------------------|---|---|
| 1. <b>Establishment of Accessibility Policy</b> | 1-Jan-2010                 | <b>Sec. 3(2)</b> Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities. <b>Sec. 3(3)</b> Prepare one or more written documents describing its policies                              | A third party, Workplace Safety & Prevention Services was contracted to complete the statement of commitment, policies and procedures related to Accessibility Standards Regulation.  |
| 2. <b>Accessibility Plans</b>                   | 1-Jan-2013                 | <b>Sec. 4(1)</b> Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirement under this Regulation. | A third party, Workplace Safety & Prevention Services was contracted to complete a multi-year accessibility plan. The plan will be posted on our website in an accessible format.   |
| 3. <b>Training</b>                              | 1-Jan-2010,<br>1-Jan-2013  | <b>Sec. 7</b> Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities             | Allied will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training is appropriate to the duties of the individual being trained. Allied will maintain a record of training that identifies the name of all employees trained and the date of Completion. Re-training will occur when there are changes to the accessibility policies. |
| 4. <b>Accessibility Report</b>                  | Starting by<br>31-Dec-2010 | <b>Sec. 86(1)</b> Organizations shall file the accessibility report according to a specific schedule  | Allied will continue to file a report as required by end of: 2015, 2017, 2019, 2021, 2023 and 2025  |

## Category B: Information & Communication

| COMPONENT  | DEADLINE   | REQUIREMENT  | ACTION(S)  |
|--|------------|--|--|
| 1. <b>Feedback from Clients, Users &amp; Employees</b> | 1-Jan-2010 | <b>Sec. 11</b> Receiving and providing feedback in an accessible format about customer service provided to clients/users.<br><br>Receiving and providing feedback from employees about their experience in the workplace | Under the Customer Service Standard a feedback process was established for receiving and responding to feedback specifically about the manner in which Allied provides accessible goods or services to people with disabilities. Allied currently solicits feedback from its clients/users using a variety of methods to allow for persons with disabilities to provide feedback: Angus (User Portal), user surveys, phone, email, etc.<br><br>Feedback is elicited from employees through employee engagement surveys. Employees will be notified that if they require an accessible format to provide feedback they must notify their Manager. |

| COMPONENT   | DEADLINE                     | REQUIREMENT  | ACTION(S)   |
|---|------------------------------|--|---|
| 2. Meeting requests in a timely manner                      | 1-Jan-2010                   | <b>Sec. 12(1)</b> HTML, MS Word, accessible electronic formats   | In some cases, Allied will be able to provide the information or communication supports quickly. In other cases we will require more time due to the complexity of the document/drawing and resources or internal capacity of the organization. The organization will make every effort to ensure users/clients receive accessible documents or communication supports within 10 business days.   |
| 3. Accessible Formats and Communication Supports            | 1-Jan-2010                   | <b>Sec. 12(3)</b> Information about their goods and services or facilities in accessible format upon request<br><br><b>Sec. 12(3)</b> Communication Supports   | Allied currently uses marketing materials in many different formats. Some of these marketing materials are not available in an accessible format at this time.<br>Schematics and drawings are not available in an accessible format at this time.<br>Allied will upon request provide or arrange for the provision of accessible formats or communication supports for persons with disabilities.<br><br>Communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the customer. The customer will be consulted with to determine the suitability of a communication support. |
| 4. Posting Requirements                                     | 1-Jan-2013                   | <b>Sec. 12(3)</b> Public must be notified about accessible formats & communication supports  | Allied will notify the public about the availability of accessible formats and communication supports via an AODA Section posted on our website.  |
| 5. Unconvertible Information                                | 1-Jan-2013                   | <b>Sec. 12(4)</b> Accessible information that may be difficult to covert Examples: blue prints   | Allied cannot provide models, blueprints or CAD drawings in an accessible format at this time. Any questions or concerns can be directed to a member of the Human Resources at 416-977-9002 or by email at <a href="mailto:hr@alliedreit.com">hr@alliedreit.com</a> .   |
| 6. Emergency Procedures / Plan or Public Safety Information | 1-Jan-2012                   | <b>Sec. 13(1)</b> If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information   | Any emergency procedures/plan or public safety information Allied makes publicly available will be made available in an accessible format upon request. The format is dependent upon the request of the individual.   |
| 7. Accessible Websites & Web Content                        | 1-Jan-2014<br><br>1-Jan-2021 | <b>Sec. 14(2)</b> Applies to new internet websites & content WCAG 2.0 (World Wide Web Consortium web content accessibility guideline)<br><br><b>Sec. 14</b> All internet websites and web content (comply with Level AA) | Any new public websites, significantly refreshed websites and any web content posted after January 1, 2012 is being reviewed to meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A.<br><br>Allied' website content is maintained locally. Closer to the deadline of January 1, 2021 all public websites and web content posted after January 1, 2012 will be reviewed to meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).  |

Category C: Employment

| COMPONENT  | DEADLINE          | REQUIREMENT  | ACTION(S)  |
|--|-------------------|--|--|
| <p>1. <b>Recruitment, Assessment and Selection</b></p> | <p>1-Jan-2014</p> | <p><b>Sec. 22</b> Notify employees and public about availability of accommodation(s) for applicants in the recruitment process</p> <p><b>Sec. 23</b> Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available</p> <p><b>Sec. 24</b> Offers of Employment- notify successful applicant of policies for accommodating employees with disabilities</p> <p><b>Sec. 25</b> Informing Employees of Supports- all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)</p> | <p>Allied will review its own recruitment, assessment and selection process to ensure that when posting positions, information about the availability of accommodations will be added to the <b>job posting</b>. When conducting a telephone pre-screen the availability of accommodations will be made known to the candidate.</p> <p><b>Internal postings</b> will also contain information on the availability of accommodations to participate in the recruitment, assessment and selection process. Allied will ensure they are meeting the requirements under AODA's Employment Standard when communicating the availability of accommodations for applicants in the recruitment process. The following will be added to all recruitment, assessment and selection documents:</p> <p><b><i>"Allied is proud to provide employment accommodation during the recruitment process. Should you require any accommodations, please indicate this on your application/cover letter and we will work with you to meet your accessibility needs. For any questions, suggestions or required documents regarding accessibility in a different format, please contact Human Resources."</i></b></p> <p>Allied will notify applicants when they are called for an <b>interview</b> about the availability of accommodations during the selection process. This will be done by phone or via email when booking an interview date and time.</p> <p>Allied will notify the successful applicant(s) of their policies for accommodating employees with disabilities. All new hires will continue to receive written offers of employment with the notification of policies for accommodating employees.</p> <p>The following will be added to <b>Offer of Employment</b> documents:<br/> <b><i>"Allied is proud to provide employment accommodation to all employees. For any questions, suggestions or required documents regarding accessibility in a different format, please contact Human Resources."</i></b></p> <p>Allied will inform all employees of their policies for supporting employees with disabilities. Allied may use other several forms of communication such as meetings, paystub attachment, email, etc.</p> |



| COMPONENT  | DEADLINE   | REQUIREMENT  | ACTION(S)   |
|--|------------|--|---|
| 2. Accessible formats and communication supports for employees | 1-Jan-2014 | <b>Sec. 26</b> Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace         | Allied will, upon request, consult with an employee with disabilities to determine which accessible format or communication support they require to perform the duties of their job. An <b>individual accommodation plan</b> will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.  |
| 3. Workplace emergency response information                    | 1-Jan-2012 | <b>Sec. 27</b> Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations | Allied will create an <b>individualized workplace emergency response plan</b> for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability. Emails, pay stub attachments, and/or meetings will be held as appropriate to communicate this requirement to staff. |