

## ACCESSIBLE CUSTOMER SERVICE POLICY

### Policy Statement

Royal LePage Burloak Real Estate Services (hereinafter referred to as Royal LePage Burloak) is committed to providing accessible customer service to people with disabilities.

### Background

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was created with the goal of developing standards that would improve accessibility for people with disabilities across the Province. The AODA allows the Provincial Government to develop specific standards of accessibility and to enforce them. The standards are made into regulations pursuant to the AODA.

*Ontario Regulation 429/07 - Accessibility Standard for Customer Service* came into force on January 1, 2008. The customer service regulation is the first standard developed under the AODA. The regulation requires providers of goods or services that have 20 or more employees to be in compliance with a number of customer service accessibility standards by January 1, 2012.

### Purpose

This policy is intended to meet the requirements of *Ontario Regulation 429/07* under the *Accessibility for Ontarians Disabilities Act, 2005*. It applies to the *provision* of goods and services to the public, not the goods themselves.

This policy aims to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from Royal LePage Burloak goods and services. Reasonable efforts will be made to ensure that:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternate measure is necessary to allow a person with a disability to benefit from the goods and services. The alternate measure may be temporary or permanent;

- Communication with a person with a disability are conducted in a manner that takes into account his or her disability;
- People with disabilities may use assistive devices, service animals and support persons as is necessary to access Royal LePage Burloak goods and services. If a service animal is excluded by law from a premise, other measures will be made available for the person with a disability to access the goods or services.

## Definitions

**Assistive Device** is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

**Barrier**, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability**, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*, is:

- 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**, as reflected in *Ontario Regulation 429/07*, 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**, as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

### Scope

- a) This policy governs the provision of goods and services by Royal LePage Burloak at all Royal LePage Burloak owned and operated facilities, as well as the provision of Royal LePage Burloak goods and services off the premises by Royal LePage Burloak employees, volunteers, agents and/or independent contractors who act on behalf or represent Royal LePage Burloak.
- b) The part of the policy that deals with the use of service animals and support persons applies only to goods and services provided by Royal LePage Burloak at premises owned or operated by Royal LePage Burloak.

### Assistive Devices

- a) Persons with disabilities may use assistive devices as required in accessing goods and/or services provided by Royal LePage Burloak unless otherwise prohibited by law.

### Support Persons

- a) Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods and services provided by Royal LePage Burloak.
- b) Fees will not be charged for support persons for access to premises owned or operated by Royal LePage Burloak.
- c) Royal LePage Burloak may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability and when it is the only reasonable means to allow the person with a disability to access Royal LePage Burloak goods or services.

## Service Animals

- a) Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods and services provided by Royal LePage Burloak, unless superseded by other legislation.
- b) In the event that a service animal is prohibited by law from the premises, Royal LePage Burloak will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Royal LePage Burloak goods and services.
- c) It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

## Service Disruptions

- a) In the event of a planned service disruption to facilities services or systems, owned or operated by Royal LePage Burloak, that are relied upon by people with disabilities to access Royal LePage Burloak goods or services, notice of the disruption shall be provided in advance.
- b) Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.
- c) Notice may be given by posting the information in a conspicuous place on premises owned or operated by the provider of goods or services, or posted on the Royal LePage Burloak web site or by such other method as is reasonable under the circumstances.
- d) In the event of an unexpected disruption, notice will be provided as soon as possible.

## Availability of Documents

As required by *Ontario Regulation 429/07*, Royal LePage Burloak will prepared one or more documents, describing the following, and provide them upon request to any person;

- Royal LePage Burloak policies, practices and procedures governing the provision of goods and services for people with disabilities;
- Royal LePage Burloak policies, practices and procedures governing the use of service animals and support persons;
- The steps Royal LePage Burloak will take in connection with a temporary disruption of services;
- Royal LePage Burloak process for receiving and responding to feedback on the provision of goods and services for people with disabilities;
- Royal LePage Burloak policies, practices and procedures for the provision of accessible customer service

When providing a document to a person with a disability, Royal LePage Burloak will provide the document, or the information contained in the document, in a format that take the person's disability into account.

### **Notice of Availability of Documents**

- a) Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the Royal LePage Burloak website.
- b) Royal LePage Burloak will make reasonable efforts to respond to requests for documents in alternate formats in a timely manner.

### **Training**

As required by *Ontario Regulation 429/07*, the following individuals will receive training on a number of topics as outlined in the regulation:

- Staff, volunteers, agents/independent contractors and any other individuals who participate in the development of Royal LePage Burloak policies, practices and procedures governing the provision of goods and services to members of the public or third parties; and,

- Staff, volunteers, agents/independent contractors and any other individuals who interact with the public or other third parties on behalf of Royal LePage Burloak.

The training will include the following topics:

- A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of *Ontario Regulation 429/07*;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device, service animal or a support person;
- What action to take if a person with a disability is having difficulty accessing goods and services; and
- Royal LePage Burloak customer services policies, practices and procedures governing the provision of goods and services to people with disabilities.

### **Timeline for Training**

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to Royal LePage Burloak policies, procedures and practices governing the provision of goods or services to persons with disabilities.

### **Records of Training**

As required by *Ontario Regulation 429/07*, Royal LePage Burloak will keep records of the training provided.

### **Feedback Process**

The ultimate goal of Royal LePage Burloak is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

- a) Royal LePage Burloak shall create and maintain a feedback process so that members of the public are able to comment on the provision of goods and services to people with disabilities.
- b) The feedback process allows for comments in person, by telephone, in writing or by email, or other reasonable method. All feedback will be directed to Rob Landry, Chief Financial Officer of Royal LePage Burloak.
- c) The feedback process specifies the actions that will be taken by the Royal LePage Burloak if complaints or suggestions are received.

### **Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to:

Rob Landry, Chief Financial Officer, Royal LePage Burloak Real Estate Services  
905-335-3042

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