



**PARK PROPERTY MANAGEMENT INC.  
ACCESSIBLE CUSTOMER SERVICE POLICY**

**1. BACKGROUND AND PURPOSE**

Park Property Management Inc. (Park) has developed this Accessible Customer Service Policy pursuant to the Accessibility Standards for Customer Service Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”). The objective of this Accessible Customer Service Policy is to identify, develop and implement accessible standards to improve access to Park's services to persons with disabilities.

**2. OUR COMMITMENT**

Park strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. Park is committed to providing persons with disabilities the same opportunity to access our services and to benefit from these services in the same place and in a similar way as other persons. Park will strive to ensure that its policies, practices and procedures are consistent with the following core principles outlined in the AODA:

**Dignity** - Services are provided in a manner that is respectful to a person's disability.

**Independence** - Services are provided in a manner that respects a person's right to do for him/herself and to choose the way he/she wishes to receive the services.

**Integration** - Services are accessible in an inclusive manner with full participation as the ultimate goal.

**Equal Opportunity** - Services are provided in a manner that allows persons with disabilities the same chances, options, benefits and results as others.

**3. SCOPE**

This Accessible Customer Service Policy applies to all of Park's employees, along with those companies for whom we manage properties, volunteers, third party contractors and visitors.

**4. POLICY**

**4.1 Communication with Persons with Disabilities**

Park will communicate with persons with disabilities in a manner that takes into account the person's disability. Park will provide training to all current and future employees and volunteers with respect to how to interact and communicate with persons with various types of disabilities.

#### **4.1.1 Telephone Services [or other communication related service]**

Park is committed to providing fully accessible telephone services. Park will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. Park will communicate with clients by email or TTY relay services if telephone communication is not suitable to their communication needs, or is not available.

#### **4.2 Assistive Devices and Technologies**

Assistive devices or technologies are permitted and unrestricted in all areas of Park to which employees and the public have access. Park is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from Park's services. Park will strive to ensure that its staff is familiar with how to interact and assist clients who use various assistive devices. The provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

#### **4.3 Service Animals**

Persons with disabilities who are accompanied by a service animal may access premises owned or operated by Park, if the public has access to such premises and the service animal is not otherwise excluded by law. If a service animal is excluded by law, Park will strive to ensure that alternate means are available within reasonable time and location to provide access to Park's services to persons with disabilities.

#### **4.4 Support Persons**

Park welcomes staff, employees and visitors who are accompanied by a support person when the support person has been hired or chosen by the person with the disability to accompany him/her in order to assist in accessing goods or services and/or for the purposes of providing support with mobility, personal assistance and/or communication.

#### **4.5 Notice of Planned or Unplanned Disruption in Services and Facilities**

If there is a temporary disruption in the availability of services and facilities used by tenants/customers with disabilities (e.g., temporary loss of elevator service), Park will notify the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

#### **4.6 Emergency Procedures**

In accordance with the Integrated Accessibility Standard, Park will, as soon as practicable upon request, provide its emergency procedures, plans or public safety information available to the public in an accessible format.

This notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, by email, by lobby TV, and Park's website, as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

#### **5. TRAINING**

Park shall provide training in respect of the AODA and Accessible Customer Service Standard to all current employees, volunteers and third parties and, in particular, to those providing services and who are involved in the development and approval of customer service policies, procedures and practices. New employees will be provided such training as part of their orientation. Training will include the following:

- The purposes of the AODA and the requirements of the Accessible Customer Service Standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty accessing Park's services;
- Park's policies, practices and procedures relating to the customer service standard.
- Staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

As required by the Standard, Park will log and maintain records which will record the details of the training provided, as well as the name of the person, location, and the date the training was completed.

**6. FEEDBACK PROCESS**

Feedback about the delivery of services 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 by e-mail. Park will make best efforts to provide a response in the same format in which the feedback was received within a reasonable time.

Some feedback may require more effort to be properly addressed and may need to be reviewed before an action is taken. Park will endeavour to respond within a reasonable time.

Information about the feedback process will be posted on Park's website.

**7. AVAILABILITY OF POLICY**

This Accessible Customer Service Policy, any notice of temporary disruption and Park's feedback documentation are available upon request. When providing these documents to a person with a disability, Park will endeavour to provide the document or the information contained in the document in a format that takes into account the person's disability.