



AODA CUSTOMER SERVICE STANDARD POLICY

Made pursuant to the provisions of the Residential Tenancies Act, 2006, S. O. 2006, c. 17 (hereinafter the "R.T.A.") and the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, C. 11 (hereinafter the "AODA"). This AODA Customer Service Standard Policy is © Federation of Rental-Housing Providers of Ontario, 2001

We at **URBANDALE CORPORATION** (hereinafter the "landlord") are committed to providing exemplary service to all of our customers (including tenants, prospective tenants, members of the public and third parties) in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11 (the "AODA" and Ontario Regulation 429/07 (the "Customer Service Standard").

The following policies, procedures and practices are guided by the fundamental principles underlying the Customer Service Standard. We are committed to ensuring the Policy is rigorously observed by all employees and any third party that provides goods and services on our behalf.

1. Objectives

The objective of this Policy is to provide a framework through which the Landlord can achieve service excellence for people with disabilities. This Landlord is committed to providing a respectful, welcoming and inclusive environment to all individuals who seek access to our goods and services.

2. Application

This Policy applies to all employees of the Landlord and any third party providing goods and services on behalf of the Landlord and who may interact with the Landlord's customers, the public or third parties.

3. Mission Statement

The Landlord is committed to providing accessible Customer Service to persons who have disabilities. The landlord will make reasonable efforts to ensure that this Policy and related practices and procedures are consistent with the following principles as prescribed in the Customer Service Standard:

- (a) The Landlord will provide goods or services in a manner that respects the dignity and independence of persons with disabilities;
- (b) The Landlord will provide integrated services to persons with disabilities whenever possible and will provide alternate measures where necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.



- (c) The Landlord will provide equal opportunity to persons with disabilities to obtain, use and benefit from the goods or services.

4. Providing Goods and Services to People with Disabilities

4.01 Communication

When communicating with persons with a disability, the Landlord will take into account the particular individual's needs and circumstances. The Landlord's employees, agents and third parties who communicate with the customers will be trained on how to interact and communicate with people with various types of disabilities in order to ensure that the Landlord provides responsible and effective communication. All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

4.02 Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. The Landlord's employees, agents and third parties will be trained so as to be familiar with various assistive devices that may be used by customers with disabilities while accessing services.

In the event a person with a disability is hindered from accessing any goods or services offered, the Landlord will use its best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another way.

The Landlord will train employees, agents and third parties on how to use assistive devices that are available at the residential complex for customers. The landlord will also train employees, agents and third parties to inform customers of the assistive devices that are available.

4.03 Telephone Services

The Landlord is committed to providing fully accessible telephone service to our members. The Landlord will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. If telephone communication provides a barrier to a person with a disability, the Landlord will be available to communicate in writing, by e-mail, by fax or other electronic means.



4.04 Billing

The Landlord is committed to providing accessible invoices and, upon request, our invoices will be provided in alternative formats. The Landlord will answer any questions customers may have about the content of the statement in person, by telephone or email.

5. Use of Service Animals and Support Persons

5.01 Service Animals

The Landlord is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law, the Landlord will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from the Landlord's services where possible.

The Landlord will train employees on how to interact with customers who are accompanied by service animals.

5.02 Support Persons

Any person with a disability who is accompanied by a Support Person will be allowed to access any services provided by the Landlord with his or her Support Person. The Landlord will not prevent a person with a disability who is accompanied by a Support Person from having access to his or her Support person.

Where there are barriers to access or attendance by a Support Person, the Landlord will seek to facilitate access to ensure the participation of persons with disabilities.

6. Notice of Temporary Disruptions

The Landlord is aware that the operation of its services and facilities is important to its customers and that the persons with disabilities rely on certain services and facilities provided by the Landlord. However, temporary disruptions in services and facilities may occur from time to time.

The Landlord will provide notice when there is a temporary disruption in those services or facilities that persons with disabilities may rely on. This notice will include information about the reason for the disruption, its anticipated duration,



and, if applicable, a description of alternative facilities or services that may be available. Notice of service disruptions will be provided as soon as practical after the Landlord is aware of the disruption, or in advance in the case of planned disruptions.

Notice will be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places in the residential complex, on the Landlord's website or by any other means that will reasonably ensure that the notice reaches those persons potentially affected by the temporary disruption in a manner that is accessible to them.

7. Training for Staff

The Landlord will ensure that all employees, agents and third parties who interact with customers on its behalf receive AODA Customer Service Standard Training. Training shall be provided on an ongoing basis whenever changes are made to this Policy to ensure that this Policy is properly implemented at all times.

Training will include the following:

- An overview of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Services Standard;
- Training on how to interact and communicate with people with various types of disabilities;
- Training on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- Training on how to use equipment or assistive devices available at the residential complex or otherwise provided by the Landlord that may help with the provision of goods or services to a person with a disability;
- Training on what to do if a person with a disability is having difficulty in accessing the Landlord's goods and services;
- Training on the Landlord's current policies, practices and procedures relating to the Customer Service Standard.
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The Landlord will keep records of the training provided, including the dates on which training was received and the names and number of participants.



8. Feedback Process

In order to properly assess the needs of persons with disabilities, the Landlord has created a feedback process and designated a member of staff as its AODA Compliance Office.

8.01 Receiving Feedback

Feedback may be provided by a person with a disability in the manner they deem most convenient to them. For example, a person may provide feedback by completing a Customer Feedback Form or by contacting the AODA Compliance Office in person, by mail, phone, e-mail or by diskette. All feedback will be processed by the AODA Compliance Officer. All feedback will be kept in strict confidence and will be used to improve customer service.

8.02 Responding to Feedback

If the feedback raises serious concerns with respect to the delivery of goods and services to persons with disabilities, the Landlord will provide a response to the concerns in a timely manner. The author of the feedback will be provided a response in the format requested (or the most appropriate format where no request was made) outlining actions taken. The Landlord shall make best efforts to respond to feedback within three (3) business days.

9. Notice of Availability of Documents

This Policy and any corresponding practices and procedures will be made available to any person on request. The Landlord shall post notice of the availability of these documents in a conspicuous place at the residential complex and, if applicable, on the Landlord's website.

10. Format of Documents

Upon request, the Landlord shall provide this Policy and other any forms created pursuant to the Customer Service Standard in a format that takes into account the disability of the person submitting the request.

11. Modifications to the Policy and Related Policies

The Landlord is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All the Landlord's 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.



12. Additional Obligations

The Landlord recognizes that the AODA does not replace or supersede the *Residential Tenancies Act*, S.O. 2006, c. 17 (the “R.T. A.”) or the *Human Rights Code*, R.S. O. 1900, C. H. 19 (The “Code”).

13. Enquiries

Any enquiries related to this Policy and any feedback should be directed to our AODA Compliance Officer.

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