

Accessibility Standard for Customer Service Policy

Background

Under the Ontario Accessibility Standards for Customer Service Regulation, organizations that provide goods and services to the public or to other businesses in Ontario are required to establish policies, practices and procedures on providing goods and services to persons with disabilities by Jan 1, 2012.

Policy

Veranova Properties Limited (Veranova) is committed to excellence in servicing all customers including persons with disabilities.

We will make reasonable efforts to provide customer service which is consistent with the principles of independence, dignity, integration and equality of opportunity. Policies, practices and procedures will address the requirements of the Customer Service Regulation as stipulated in the *Accessibility for Ontarians with Disabilities Act*, and will consider both visible and invisible disabilities.

This policy will be communicated and made available to the public through Veranova's external website and will be posted at our office locations. Other reasonable formats that take into account a person's disability will be made available on request.

Our Commitment

In conjunction with our mission in providing service excellence and unrivalled quality in quality assurance testing, we will ensure that persons with disabilities have access to our services by committing to the following:

- **Assistive Devices:** We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.
- **Communication:** We will communicate with persons with disabilities in ways that take their disability into account.
- **Service Animals:** We welcome persons with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.
- **Support Persons:** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.
- **Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Veranova will notify customers promptly. This posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

The notice will be placed on Veranova's external website, and will be posted at office locations that service customers.

- **Training for Staff:** Veranova will provide training to all employees in Ontario. This training will be provided to staff through a mandatory e-learning course and employees will be required to successfully acknowledge completion of this course. Training will be tracked through the Human Resources department and all new employees will be required to participate upon hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Regulation.
 - Veranova's policy, procedures and guidelines pertaining to the provision of services to persons with disabilities.
 - 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 support person.
 - What to do if a person with a disability is having difficulty accessing Veranova's services.
- **Feedback Process:** Veranova welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Customers who wish to provide feedback on the way Veranova provides service to persons with disabilities can write to the Human Resources department by email aoda@veranova.ca.

All feedback will be directed to the Director of Human Resources and customers can expect to hear back within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

- **Modifications to this or other policies:** Veranova is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. As a result, any company policy that does not meet these requirements will be modified or removed.

Questions about this policy

If anyone has questions about this policy please contact our Human Resources department by email aoda@veranova.ca