

DUKA PROPERTY MANAGEMENT INC.
ACCESSIBILITY FOR ONTARIANS WITH DISABILITY ACT (“AODA”)
CUSTOMER SERVICE STANDARD

GENERAL

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 disabilities. The AODA requires employers to ensure that its policies, practices, and procedures are consistent with the core principles of dignity, equality of opportunity, integration and independence.

Duka Property Management Inc. is committed to provide a barrier-free environment for our clients. We strive to ensure that persons with disabilities receive accessible goods and services of the same quality that others receive. We are also committed to ensuring that, to the extent possible, accessible goods and services are delivered in a timely manner.

A Customer Service Standard has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian. The main goal of this Policy is to meet the compliance requirements of the Customer Service Standard and to articulate what people may expect from Duka Property Management Inc. in regards to this standard. Duka believes that whether a person’s disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their needs respected whenever they interact with a Duka member.

Definitions

- a) **“Accessible”** means capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.
 - b) **“AODA”** means **Accessibility for Ontarians with Disability Act, 2005.**
 - c) **“Assistive Device”** means a technical aid, communication device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard. Assistive devices help people with a variety of disabilities.
 - d) **“Barrier”** means anything that keeps someone with a disability from fully participating in all aspects of society because of his or her disability. Barriers include a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
 - e) **“Disability”** means:
 - 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-
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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*.

f) **“Goods and Services”** means any goods and services provided by Duka Property Management Inc.

g) **“Guide Dog”** means a dog trained as a guide for a person who is blind and having the qualifications prescribed by the appropriate regulations.

h) **“Information”** means data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

i) **“Mobility Assistive Device”** means a cane, walker or similar aid.

j) **“Support Person”** means an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

Core Principles

In Accordance with the Customer Service Standard, Duka strives to ensure that the AODA Customer Service Standard Policy and Procedures are consistent with the following four core principles:

a) Dignity

Clients with a disability must be treated as valued clients as deserving of service as any other client.

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b) Equality of Opportunity

Clients with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.

c) Integration

Wherever possible, clients with a disability should benefit from our services in the same place and in the same or similar manner as any other client. In circumstances where integration does not serve the needs of the client with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the client’s individual needs.

d) Independence

Goods must be provided in a way that respects the independence of clients with a disability. To this end, we will always be willing to assist a client with a disability, but will not do so without the express permission of the client.

Procedures

We ensure that all our team members, who are providing customer service on a daily basis, undergo regular training and are aware of the Accessibility for Ontarians with Disabilities Act (AODA) requirements. To make reasonable efforts to ensure that policies, procedures, and practices, pertaining to the provision of goods and services to the public and other third parties, align with the independence, dignity, integration and equal opportunity guiding principles.

a) Use of personal assistive devices

People with disabilities have the right to use their own personal assistive devices to access goods and services provided by Duka Property Management Inc., unless there is an associated risk to the person with the disability, or any other person, when using the device. We will ensure that our staff is trained and familiar with various assistive devices that may be used while accessing our services.

b) Communication

Employees of Duka Property Management Inc. are expected to communicate with persons with disabilities in a manner that takes into consideration their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Duka’s goods and services.

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Communication includes the process of providing, sending, receiving and understanding information. Duka Property Management Inc. promotes independence and enables access to all goods and services by using assistive devices or communication services to change the usual method of communication, if necessary. Duka will train staff who communicate with individuals wishing to access our goods and services on how to interact and communicate with persons with various types of disabilities.

The following are various methods that are used to optimize communication for persons with a disability:

- Large print materials
- Graphic and written signage
- Magnification Equipment

c) Use of guide dogs and service animals

People with disabilities have the right to be accompanied by their guide dog or service animal to enable independence in accessing goods and services while on Duka Property Management’s premises. Accommodation will be made for service animals taking into consideration the safety of others and laws that exclude service animals. If a service animal is excluded by another law, other measures will be provided to ensure that the person with a disability is able to access goods and services.

d) Use of a support person

People with disabilities accompanied by a support person have the right to have access to that support person while at Duka Property Management Office. This access is to assist them with communication, mobility, personal care or medical needs to enable access to goods and services provided by the home. A support person may be a regulated health professional or unregulated person such as a family member, volunteer or friend.

e) Training and education for company staff

All employees of Duka Property Management Inc. (and other persons who interact with the public or other third parties on behalf of Duka Property Management Inc.), will receive training on providing customer service to people with disabilities.

Training will be provided based on Accessibility for Ontarians with Disabilities Act (AODA), requirements. Training and education will include:

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- The purpose of the Accessibility for Ontarians with Disabilities Act (AODA) and the requirements of the customer service standard;
- The Customer Service Standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use assistive devices, or who require the assistance of a service animal or support person;
- What to do if a person with a disability is having difficulty accessing Duka’s goods and services; and
- Duka Property Management’s policies, practices and procedures relating to the customer service standards.

Training is mandatory and will be provided to all of Duka’s employees to whom this Policy applies within 30 days of their start date.

A review of the contents of the training will be available to all employees. Record of the training provided, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the AODA and will be kept in each employee’s personal file.

Responsibilities

Duka Property Management Inc. will take responsibilities in the following areas:

a) Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

b) Telephone Services

- We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
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c) Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services. Assistive devices help people with a variety of disabilities. Here are some examples: For people who have vision loss: magnifier - makes print and images larger and easier to read, white cane - helps people find their way around obstacles. For people who are deaf, deafened, oral deaf, hard of hearing: hearing aid - makes sound louder and clearer, teletypewriter (TTY) - helps people who are unable to speak or hear to communicate by phone. For people who have physical disabilities: mobility device (e.g., a wheelchair, scooter, walker, cane, crutches) - helps people who have difficulty walking. People who have learning disabilities: electronic notebook or laptop computer - are used to take notes and to communicate. People who have intellectual/developmental disabilities: communication boards that are used to pass on a message by pointing to symbols, words or pictures.

d) Billing

- We are committed to provide accessible invoices to all our customers. For this reason, invoices will be provided in the following format upon request: large print or email.
- We will answer any questions customers may have about the content of the invoice in person, by telephone or email as requested.

e) Training for staff

- All employees of Duka Property Management will receive training policies, practices and procedures that affect the way goods and 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.

f) Notice of Temporary Disruptions

- Duka will provide individuals wishing to access its goods and services with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will be posted on our corporate website and will include information about the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services, if available.

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g) Feedback process

- The ultimate goal of Duka Property Management Inc. is to meet and exceed customer expectations in serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- Customers who wish to provide feedback regarding the way Duka Property Management Inc. provides goods and services to people with disabilities can contact Duka’s Vice President of Administration and Human Resources in person, by mail, fax, or e-mail.
- Customers can expect to hear back within 24 hours with regards to their feedback. A reply will be provided in the format requested by the client, by email, phone or in writing. The response will contain an acknowledgement of the receipt of client’s feedback and outline any further action(s) to be taken.

h) Notice of Availability

- Duka’s AODA Customer Service Standard Policy and Procedures will be made available to the public and clients upon request.
- Copy of Duka’s AODA Customer Service Standard Policy and Procedures will be posted on company’s website: www.dukamanagement.com

i) Modifications to this or other policies

- We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Duka Property Management Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
- Duka Property Management Inc. is committed to reviewing this policy on an annual basis, or more frequently where necessary.