District Realty is committed to providing accessible customer service in accordance with the Integrated Accessibility Standards regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This policy sets out the standards for the provision of goods, services, and facilities.

Statement of Commitment

District Realty is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

District Realty is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

District Realty understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

District Realty is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Definitions

Guide dog: A dog trained as a guide for a blind person (ie. the dog has completed a training program at a designated training facility set out in the Guide Dogs regulation).

Service animal: An animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, through visual indicators, such as the vest or harness worn by the animal; or
- The person provides documentation from a designated regulated health professional as permitted by the IASR, confirming that the person requires the animal for reasons relating to the disability.
- A regulated health professional is defined as a member of one of the following colleges:

  • College of Audiologists and Speech-Language Pathologists of Ontario
  • College of Chiropractors of Ontario
  • College of Nurses of Ontario
  • College of Occupational Therapists of Ontario
  • College of Optometrists of Ontario
  • College of Physicians and Surgeons of Ontario
  • College of Physiotherapists of Ontario
  • College of Psychologists of Ontario
  • College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support person: a person who accompanies persons with disabilities in order to help with communication, mobility, personal care, medical needs, or access to goods, services, and facilities.

Guidelines

District Realty makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods, services, and facilities, as long as this does not present a health or safety risk;
- Using alternative methods of access when necessary to ensure that customers with disabilities have access to the same goods, services, and facilities in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that considers a customer's disability.

Upon request, District Realty provides a person with a disability with a copy of this policy, or the information contained within it, in a format that meets their accessibility needs. Requests should be directed to the Vice President of Finance & Operations.

Persons with disabilities may use their own assistive devices and company-provided assistive devices as required when accessing goods or services or facilities. If the assistive device presents a health or safety concern or where accessibility might be an issue, employees should inform the Vice President of Finance & Operations so that other reasonable measures can be put in place to ensure the access of goods and services.

Guide Dogs and Service Animals

A customer with a disability who is accompanied by a guide dog or other service animal is welcome to access the premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals. If a customer's guide dog or service animal is excluded by law, District Realty offers alternative methods to enable the person with a disability to access goods, services, and facilities.

If it is not readily apparent that the animal is a guide dog or service animal, employees may respectfully ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability; but must not ask the nature of the person's disability or purpose of the animal. If they reveal the animal is not a guide dog or service animal, they should be asked to remove the animal from the premises promptly.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

The customer who is accompanied by a guide dog or service animal is responsible for always maintaining control of the animal. If a service animal becomes out of control, causing a clear disruption or a threat to the health or safety of others, and the animal's behaviour is not corrected by the owner, this should be reported to the VP of Finance & Operations who may ask them to remove their service animal from the premises. In this case, District Realty will explain why the animal is excluded and discuss with the customer another way of providing goods, services or facilities.

Support Persons

When a customer with a disability is accompanied by a support person, District Realty will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. In situations where confidential information might be discussed, consent must be obtained from the customer before any potentially confidential information is mentioned in the presence of the support person.

District Realty may require a person with a disability to be accompanied by a support person while on the premises if the support person is required to protect the health or safety of the person with the disability or others in the workplace and there are no other reasonable measures that can be taken to ensure this. District Realty consults the person with the disability and assesses available evidence before making such a decision. Employees are informed of any such arrangements.

Any applicable customer fees/fares will not be charged for support persons.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Notice of Temporary Disruptions

District Realty makes all reasonable efforts to provide notice of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services. In some circumstances, notice may not be possible.

When disruptions occur without notice, District Realty informs customers by:

- Posting written notices in conspicuous places, including at the point of disruption and all entrances;
- Informing customers verbally upon arrival;
- Contacting customers with appointments; and
- Any other method that may be reasonable under the circumstances.

The following information is provided regarding the disruption, unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Expected duration; and
- A description of alternative services or options that are available.

Employees are informed of this information as soon as reasonably possible in the event of a disruption so that they can inform customers and respond to questions.

Training

Training is provided to employees, volunteers, those who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company. Training is provided on the accessibility standards found in the IASR and in the Human Rights Code that is appropriate for the duties they complete while at work.

Training specific to the customer service standards covers the following:

- A review of the purpose of the AODA;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog or other service animal or a support person;
- Instructions on how to use equipment or devices that are available at the company's premises or that the company provides that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing the company's services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

District Realty provides training as soon as practicable. Training is provided to new employees and volunteers. Revised training is provided in the event of changes to legislation, procedures, policies, or practices.

District Realty keeps a record of training that includes the dates training was provided and the number of employees who attended the training. Where required, retraining is provided to ensure compliance with the company's policies and procedures.

Customer Feedback

District Realty welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. District Realty has established a feedback process to provide the public with the opportunity to provide feedback on how goods, services, and facilities are provided to customers with disabilities.

Customers can submit feedback to:

Mail or hand delivered:	**Telephone:**	**Email:**
Vice President - Finance and Operations District Realty #100 – 20 James Street Ottawa, ON K2P 0T6	613-759-8383 **Fax:** 613-759-8448	info@districtrealty.com **Website:** www.districtrealty.com
Office Hours: Monday – Friday from 8:30 am to 5:00 pm		
TTY users can use the Bell Relay System by calling 711 or 1-800-855-0511		

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to remedy issues and improve service. Complaints will be addressed immediately; however, some complaints may require more effort to address.

Accessible Formats and Communication Support

District Realty has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

a) in a timely manner, taking into account the person's accessibility needs due to disability; and

b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the District Realty determines that information or communications are unconvertible, we shall provide the requestor with:

a) an explanation as to why the information or communications are unconvertible; and

b) a summary of the unconvertible information or communications.

Accessible Websites and Web Content

District Realty also meets internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.