

Customer Service Policy Statement

Providing Services to People with Disabilities

Our commitment

The company strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We will make all reasonable efforts to give people with disabilities the same opportunity to access our services and allowing them to benefit from the same services as other customers.

Definitions

“**Disability**”, as per the Ontario Human Rights Code means:

- a) 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 coordinator, 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;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability or a dysfunction in or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

An “**assistive device**” means technical aids, communication devices, or medical aids modified or customized that are used to increase, maintain or improve how a person with a disability can function. Examples include wheelchairs, walkers, note taking devices, personal oxygen tank and recording machines.

A “**service animal**” is an animal individually trained to work or perform tasks for the benefit of the person with a disability.

A “**support person**” means another person that goes with a person with a disability to help with communication, mobility, personal care, medical needs or to get goods and/or services.

Providing Goods and Services to People with Disabilities

The company is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

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

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.

Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and third parties. We will also ensure that all staff dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the company's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

We will require the support person to sign a confidentiality agreement while attending client meetings where personal and financial information is discussed. See Appendix A for an example.

Notice of temporary disruption

The company will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services normally used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. See Appendix B for an example.

Training

The company will provide training to all employees or other third parties on the company's behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Feedback process

Comments on our services are welcome and appreciated. If, however a person with a disability is not satisfied, they can direct their complaint to the Director, Human Resources (cmagee@portlandic.com or 1-888-710-4242 ext 4366). Customers can expect to hear back from us within (5) five business days.

Appendix A – Confidentiality Agreement

This Confidentiality Agreement is made effective this ____ day of _____,
20____, between _____ and
_____.

I, _____ hereby agree not to disclose or discuss any
information that I became privy to as a result of my presence at the meeting.

1. For the purposes of this agreement, the term “Confidential Information” includes, without limitation, information, personal, financial or other private information not known to the public which are disclosed by the client to _____ or from _____ to the client.
2. As a condition to the disclosure of any confidential information, the receiving party agrees (i) to keep the confidential information confidential, (ii) to utilize the confidential information solely for the purpose of conducting business between the parties and (iii) not to disclose any confidential information to any persons.

Signature: _____

Appendix B – Disruption of Service (elevator)

This elevator is out of service. We apologize for any inconvenience. The reason for the disruption is mechanical and we expect the elevator to be fixed by

_____. In the interim you may use the elevator located
_____.

If you have any questions please email

_____.

Thank you.

Property Management

