

Accessibility Policy

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

Norman Hill Realty Inc Brokerage 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.

Norman Hill Realty Inc Brokerage is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

We are committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

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.

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 goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

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.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Norman Hill Realty Inc., Brokerage will notify customers promptly. This clearly 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 at receptionist desk, main entrance to building & our company's website page.

Emergency and public safety information

In the event of an emergency we have written procedures explaining what to do during an emergency.

Training

Norman Hill Realty Inc., Brokerage will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services, or facilities to customers on our behalf

This training will be provided to our staff once they are employed with our company.

Training will include:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- Norman Hill Realty's policies related to 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 an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities

We train every person as soon as practicable after being hired and provide training in respect of any changes to our policies.

We maintain records of the training provided including the dates on which the training was provided and the name of the individuals to whom it was provided.

Notice of availability of documents

Norman Hill Realty Inc will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location: Receptionist Desk.

Norman Hill Realty Inc will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communication

We have 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 take into account 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

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Feedback process

Norman Hill Realty Inc welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Norman Hill Realty Inc provides goods, services or facilities to people with disabilities can provide feedback in the following ways:

- through our website www.normanhill.com
- in person at our office: 20 Cachet Woods Court, Suite 2, Markham, ON. L6C 3G1
- by telephone: 905-887-5678
- in writing by fax: 905-887-2079
- by email: mailbox@normanhill.com

All feedback, including complaints, will be directed to our **Office Manager, Leanne Perkins**.

Customers can expect to hear back within 2 business days.

Norman Hill Realty Inc ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, on request.

Changes to existing policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.



Statement of Commitment

Norman Hill 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.

We are committed to meeting the current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

We understand 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.

We are 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.

We make every effort to ensure our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees and best practices.

We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines.

When asked, we will provide information and communication materials in accessible formats or with communication supports.

For more information on our accessibility policies, plans and training programs, please contact our office manager, Leanne Perkins.

Sincerely,

Warren Hill
President/Broker of Record