



## **Accessible Customer Service Plan Providing Goods and Services to People with Disabilities**

Goldview Property Management Ltd. is committed to excellence in servicing all customers including people with disabilities.

### **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and services.

### **Communication**

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

### **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.

### **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. There are no fees associated for support people.

### **Training**

Goldview Property Management Ltd. will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will be provided to people involved in the development of policies, plans, practices and procedures related to the provisions of our goods and services.

Training will be provided to individuals that provide our service to any person with a disability.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person
- How to use the equipment or devices should the need to be available on site or otherwise that may help with providing goods or services to people with disabilities.

### **Feedback process**

Customers who wish to provide feedback on the way Goldview Property Management Ltd. provides goods and services to people with disabilities can email directly to [info@goldview.ca](mailto:info@goldview.ca) or by phone to 416-630-1234 or mail to Goldview Property Management Ltd., 51 Toro Road, Suite 200, Toronto, Ontario, M3J 2A4.

All feedback will be directed to the office executive assistant and the office manager.

### **Notice of Availability of Accessible Customer Service Plan**

Goldview Property Management Ltd. will notify the public that our policies are available upon request by advertising on our website. The Accessible Customer Service Plan will also be available upon request by customers who visit our office.

### **Modifications to this or other policies**

Any policy of Goldview Property Management Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.