AODA CUSTOMER SERVICE STANDARD POLICY

Norquay Property Management and all associated companies (hereinafter "Norquay") are committed to providing exemplary service to all of our customers (including tenants, prospective tenants, members of the public, and third parties) in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (the "AODA") and Ontario Regulation 191/11 (the “Integrated Accessibility Standards).

The following policies, procedures, and practices are guided by the fundamental principles underlying the Customer Service Standard. We are committed to ensuring that the Policy is observed by all employees and by any third party that provides goods and services on our behalf.

1. Objectives

The objective of this Policy is to provide a framework through which Norquay can achieve service excellence for people with disabilities. Norquay is committed to providing a respectful, welcoming, and inclusive environment to all individuals who seek access to our goods and services.

2. Application

This policy applies to all employees of Norquay and any third party providing goods and services on behalf of Norquay and who may interact with Norquay's customers.

3. Mission Statement

Norquay is committed to providing accessible customer service to persons with disabilities. Norquay will make reasonable efforts to ensure that this Policy and related practices and procedures are consistent with the following principles as prescribed in the Customer Service Standard:

a) Norquay will provide goods or services in a manner that respects the dignity and independence of persons with disabilities;

b) Norquay will provide integrated services to persons with disabilities wherever possible and will provide alternate measures where necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services;

c) Norquay will provide equal opportunity to persons with disabilities to obtain, use or benefits from the goods or services; and

d) When communicating with a person with a disability, Norquay shall do so in a manner that takes into account the person’s disability, and individuals needs and circumstances.

4. Providing Goods and Services to People with Disabilities

4.01 Communication

Norquay's employees, agents, and third parties who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities in order to ensure that Norquay provides responsive and effective communication. All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

4.02 Assistive Devices

Persons with disabilities shall be permitted to obtain, use, or benefit from goods or services through the use of their own assistive devices. Norquay employees, agents, and third parties will be trained so as to be familiar with various assistive devices that may be used by customers with disabilities while accessing goods or services.

In the event a person with a disability is hindered from accessing any goods or services offered, Norquay will use its best efforts to accommodate the person or attempt to deliver the same service in another way.

Norquay will train employees, agents, and third parties on how to use assistive devices that are available at the residential complex for customers where applicable. Norquay will also train employees, agents, and third parties to inform customers of the assistive devices that are available.

4.03 Telephone Services

Norquay is committed to providing fully accessible telephone service to our customers, including the use of TTY or TTY Relay services where available and applicable. If telephone communication provides a barrier to a person with a disability, Norquay will be available to communicate in writing, by e-mail, voicemail, or by fax.

4.04 Billing

Norquay is committed to providing accessible invoices and, upon request, our invoices will be provided in alternative formats. Norquay will answer any questions customers may have about the content of the statements in writing, in person, by telephone, fax, or email.

5. Use of Service Animals and Support Persons

5.01 Service Animals and Guide Dogs

Norquay is committed to welcoming persons with disabilities who are accompanied

by a service animal or guide dog on the parts of our premises that are open to the public. If a service animal or guide dog is excluded by law, Norquay will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from Norquay's services where possible.

Norquay will train employees on how to interact with customers who are accompanied by service animals and guide dogs.

5.02 Support Persons

Any person with a disability who is accompanied by a Support Person will be allowed to access any services provided by Norquay with his or her Support Person. Norquay will not prevent a person with a disability who is accompanied by a Support Person from having access to his or her Support Person.

Where there are barriers to access or attendance by a Support Person, Norquay will seek to facilitate access to ensure the participation of persons with disabilities.

Norquay may require a person with a disability to be accompanied by a Support Person when on the premises, but only if, after consulting with the person with a disability and considering the available information, Norquay determines that:

a) a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and

b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

If there is an amount payable for a person's admission to the premises or in connection with a person's presence on the premises, Norquay shall ensure that notice is given in advance about the amount, if any, payable in respect of the Support Person.

If Norquay requires a person with a disability to be accompanied by a Support Person when on the premises, as provided for above, Norquay will waive payment of any amount payable with respect to the Support Person for admission to the premises or in connection with the Support Person's presence on the premises.

6. Notice of Temporary Disruptions

Norquay is aware that the operation of its services and facilities is important to its customers and that persons with disabilities rely on certain services and facilities provided by Norquay. However, temporary disruptions in services and facilities may occur from time to time.

Norquay will provide notice when there is a temporary disruption in those services or facilities that persons with disabilities may rely on. This notice will include information about the reason for the disruption, its anticipated duration, and, if applicable, a description of alternative facilities or services that may be available. Notice of service

disruptions will be provided as soon as practical after Norquay is aware of the disruption, or in advance in the case of planned disruptions.

Notice will be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the residential complex, or in other facilities of the residential complex, on Norquay's website or by any other means that will reasonably ensure that the notice reaches those persons potentially affected by the temporary disruption in a manner that is accessible to them.

7. Training for Staff

Norquay will ensure that all employees, agents, and third parties who interact with customers on its behalf receive AODA Customer Service Standard Training. Training shall be provided on an ongoing basis whenever changes are made to the Policy to ensure that this Policy is properly implemented at all times.

Training will include the following:

- An overview of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- Training on how to interact and communicate with people with various types of disabilities;
- Training on how to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or service animal, or a Support Person;
- Training on how to use equipment or assistive devices available at the residential complex or otherwise provided by the Norquay that may help with the provision of goods or services to a person with a disability, where applicable;
- Training on what to do if a person with a disability is having difficulty accessing Norquay's goods and services;
- Training on Norquay's current policies, practices, and procedures relating to the Customer Service Standard.

Norquay will keep records of the training provided, including the dates on which training was received and the names and numbers of the participants.

8. Feedback Process

In order to properly assess the needs of persons with disabilities, feedback from customers and/or third parties is welcomed and appreciated. Norquay appreciates feedback with respect to the manner in which we provide goods, services, or facilities to persons with disabilities, as well as feedback about whether our feedback process is itself accessible and in compliance with the Customer Service Standard and Information and Communication Standard. Feedback can be provided directly to one of our AODA

Compliance Officers in person, in writing, by telephone, email, or by fax. All feedback will be kept in strict confidence and will be used to improve customer service.

8.01 Responding to Feedback

If the feedback raises serious concerns with respect to the delivery of goods and/or services to persons with disabilities, Norquay will provide a response to the concerns in a timely manner. The author of the feedback will be provided a response in the format requested (or the most appropriate format where no request was made) outlining actions that were and/or will be taken.

9. Notice of Availability of Documents

This Policy and any corresponding practices and procedures will be made available to any person on request.

10. Format of Documents

Upon request, Norquay shall provide this Policy and other forms created pursuant to the Customer Service Standard in a format that takes into account the disability of the person submitting the request. Norquay will consult with the person making the request to determine the suitability of an accessible format or communication support. The Policy and any corresponding practices and procedures requested shall be provided in a timely manner, and any fee charged by Norquay to provide the document(s) shall be no more than the regular cost charged to other persons.

11. Modifications to the Policy and Related Policies

Norquay is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All Norquay's policies and procedures will be developed in such a manner as to respect and promote the dignity and independence of persons with disabilities.

12. Additional Obligations

Norquay recognizes that the AODA does not replace or supersede the *Residential Tenancies Act*, S.O. 2006, c.17 (the "R.T.A.") or the *Human Rights Code*, R.S.O. 1990, c. H.19 (the "Code").

13. Enquiries

Any Enquiries related to this Policy and any feedback should be directed to one of our AODA Compliance Officers:

Name: Craig Linton

Email: clinton@ndev.ca

Phone Number: 519-672-4011

Address: 301-100 Wellington Street, London, ON N6B 2K6

Name: Lisa Smith

Email: lsmith@ndev.ca

Phone Number: 519-672-4011

Address: 301-100 Wellington Street, London, ON N6B 2K6

This amendment comes into effect on: **March 25, 2025**