

# *Providing Goods and Services to People with Disabilities*

Royal LePage RCR Realty is committed to excellence in serving all customers including people with disabilities.

## **Assistive devices**

An assistive device is any piece of equipment a person with a disability uses to help them with daily living. Some examples include: a wheelchair, screen reader, listening device or cane. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing services. If a customer is not able to access an office location with their assistance device, the salesperson will offer to meet them at an alternative branch office location or will make arrangements to meet them in their home or an alternative location suitable to the customer.

## **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. Fees will not be charged for support persons for admission to Royal LePage RCR Realty's premises.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Royal LePage RCR Realty 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 all branch location affected by the disruption.

## **Training for staff**

Royal LePage RCR Realty will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Receptionists
- Salespeople

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Royal LePage RCR Realty's plan 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 Royal LePage RCR Realty's services.

Staff will also be trained when changes are made to your plan.

Training for salespeople will be given at regular sales meetings and communicated to all salespeople via email distribution.

Receptionists will be trained within 2 weeks of hiring and will receive a written copy of all applicable materials.

**Feedback process**

Customers who wish to provide feedback on the way Royal LePage RCR Realty provides services to people with disabilities can submit feedback via our website at [www.royallepagercr.com](http://www.royallepagercr.com). All feedback will be directed to Andrew Wildeboer, Broker of Record. Customers can expect to hear back within one week.

**Modifications to this or other policies**

Any policy of Royal LePage RCR Realty that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

*The above Policy is available in Large Print Format.  
Please call 519-941-1797 ext. 281 to request a copy.*