



"SERVICE WITH PROFESSIONALISM"



ISO 9001:2008 Registered



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

L. H. LIND REALTY INC. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

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 or 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.

Fees will not be charged for support persons for admission to L. H. LIND REALTY INC.'s premises. We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, L. H. LIND REALTY INC. 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 15105 Yonge Street, Unit 100, Aurora, Ontario.

15105 YONGE ST., SUITE 100, AURORA, ONTARIO L4G 1M3

TEL.: 905-841-0000 • FAX: 905-727-2230 • TOLL FREE: 1-888-727-8223 • TORONTO LINE: 416-410-8223

WEB SITE: WWW.LHLINDREALTY.COM



Training for staff

L. H. LIND REALTY INC. 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:

Full and Part time Reception Staff, All Sales Representatives and Office Administrator.

This training will be provided to staff within 30 days.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- L. H. LIND REALTY INC.'s accessible customer service plan.
- 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 L. H. Lind Realty Inc.'s goods and services

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

Feedback process

Customers who wish to provide feedback on the way L. H. LIND REALTY INC. provides goods and services to people with disabilities can contact us by phone at (905) 841-0000 or email us at lenard@lhindrealty.com. All feedback will be directed to Lenard Lind, Broker of Owner. Customers can expect to hear back within 30 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of L. H. LIND REALTY INC. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.