

Accessible Customer Service Plan

Providing goods and Services to People with Disabilities

Royal LePage Real Estate Professionals is committed to excellent in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by the 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.

Notice of Temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at our office, Royal LePage Real Estate Professionals 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 on the company website www.rlpprofessionals.com and posted at the office.

Training for Staff

Royal LePage Real Estate Professionals will provide training to our Sales/Broker Associates, employees, managers and others who deal with the public or other third parties on our behalf. This training will also be provided to new Sales/Broker Associates, employees, managers within one week of joining our company.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Royal LePage Real Estate Professionals 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
- How to use the automated door openers and other equipment which may become available on-site that may help with providing goods and services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Royal LePage Real Estate Professionals goods and services
- Staff will also be trained when changes are made to your plan.

Feedback Process

Customers who wish to provide feedback on the way Royal LePage Real Estate Professionals provides goods and services to people with disabilities can do so by visiting our company website www.rlpprofessionals.com and follow the link provided or speak with one of our customer service staff in person, or by telephone. All feedback will be directed to Peter Campoli, Broker of Record or Sonia Capista, Office Administrator. Customers can expect to hear back in 1 business day. Complaints will be addressed according to our organization's regular complaints management procedures.

Modifications to this or other policies

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