

AODA – Accessible Customer Service Plan

Our Commitment to Providing Goods and Services to Individuals with Disabilities

KRP Properties is committed to excellence and ensuring that we serve our customers that include but not limited to our guests, tenants, and stakeholders with disabilities in the same manner - consistent with the principles of independence, dignity, integration and equal opportunity.

Providing goods and services to people with disabilities

KRP Properties is committed to excellence in serving all individuals with disabilities and we will carry out our functions and responsibilities in the following areas:

- Implement policies, practices and procedures to service individuals with disabilities.
- Use best possible efforts to ensure that our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity.
- Ensure training is ongoing and that these policies, practices and procedures to serve an individual with a disability are trained during our employee on boarding process. An acknowledgement sign off is required after all training is completed.

Communication

We will communicate with individuals with disabilities in ways that take into account their disability. We will train all employees who communicate with others on how to interact and communicate with people with various types of disabilities. KRP Properties has created and implemented an online training program to facilitate training. Some of the topics will include and are not limited:

- What is a disability?
- Terminology and definitions
- How to communicate with individuals who have disabilities
- Respect and Dignity for individuals who have a disabilities

Assistive devices

We are committed to serving individuals with disabilities, who use assistive devices to obtain, use, or benefit from our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services.

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 except where the animal is otherwise excluded by law. In these instances, appropriate alternatives will be offered. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Support persons

We are committed to welcoming individuals with disabilities who are accompanied by a support person. If an individual with a disability is accompanied by a support person we will ensure that the individual has access to the support person at all times while on the premises. In situations where confidential information might be discussed, consent will be obtained from the individual with a disability, prior to any conversation.

Notice of temporary disruption

We will provide notice in the event of a planned or unexpected disruption in our buildings as it related to facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. When we are aware of the disruption we will communicate the disruption via email to the occupants of our buildings and offer accessible formats upon request.

Training

KRP Properties will ensure training to all employees, volunteers and others who deal with the public or other third parties on their behalf. KRP Properties will provide required training for all existing employees by the compliance deadlines. All new employees will be trained within 90 days of hire as part of our standardized onboarding process via an online training platform.

Training will include but not limited to:

1. An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
2. How to interact and communicate with people with various types of disabilities.
3. How to interact with individuals with disabilities, who use an assistive device or require the assistance of a service animal or a support person.

Employees will also be trained when changes are made to our accessible customer service plan.

Feedback process

Comments on our services regarding how well expectations are being met are welcome and appreciated. Feedback regarding your KRP Properties experience with regard to individuals with disabilities can be made in the following ways:

- Face to Face with any of our employees, Managers or Leadership Team at 555 Legget Dr, Ottawa, ON K2K2X3 or by telephone at 613.591.0594
- KRP Properties main office is open Mon-Fri 8:30am-5pm.
- Email comments to info@krpproperties.com
- Letter correspondence - we welcome feedback by mail
- Individuals who have submitted feedback using the above mentioned methods will receive a response
- Complaints will be addressed according to our organization's regular complaint management procedures. Accommodations for communications, upon request will be considered in the circumstances.

We will communicate to individuals with disabilities using their preferred method of communication if this information has been provided to us, or in the method that is most appropriate taking the specific disability into consideration.

Questions about our Accessible Customer Service Plan

KRP Properties is committed to ensuring that our goods and services are presented in a way that respects the dignity and independence of people with disabilities. We welcome feedback at any time on how we can improve as we are working towards this goal.

Questions regarding the KRP Properties Accessible Customer Service Plan should be directed to a member of our Leadership Team, and/or Human Resources and/or our In-House General Council. Appropriate documentation, including policies, standards and procedures are available upon request.

Modifications to this or other policies

Any policy of KRP Properties that does not respect and promote the independence, dignity, integration and equal opportunity of people with disabilities will be modified or removed.

Martin Vandewouw, President
KRP Properties

May 29, 2023

Date