



ASSOCIATION OF CONDOMINIUM MANAGERS OF ONTARIO

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Clients rely on our personal commitment, pragmatic solutions and “concierge service” to help achieve expected results and successful business goals. In return, we are honoured by our client’s continued confidence and trust, which fosters our enjoyment and privilege of partnering with them every day.

1. **Our Commitment**

The Association of Condominium Managers of Ontario (“ACMO”) strives at all times to provide its goods and services in a way that respects the dignity, independence and integration of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other members.

2. **Providing Goods and Services to People with Disabilities**

ACMO is committed to excellence in serving all clients, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

2.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will ensure that staff who communicate with Clients know how to interact and communicate with people with various types of disabilities.

2.2 Telephone Services

We are committed to providing fully accessible telephone service to our Clients. We will train staff to communicate with Clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with Clients by email, relay services or in person if telephone communication is not suitable to their communication needs or is not available.

2.3 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by Clients with disabilities while accessing our goods and services. In cases where the assistive device presents a safety concern or where accessibility might be an issue, we will assess service delivery and potential service options to meet the specific needs of the individual.

2.4 Billing

We are committed to providing accessible invoices to all of our Clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or email.

3. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

In cases where the service animal is excluded by law from the premises, other measures may be used to achieve participation and integration, such as skype, teleconference or other measures available to ensure accessibility to the goods and/or services.

The person with a disability is responsible for the care, supervision and control of their service animal while on ACMO premises.

If it is not readily apparent that an animal is being used by the person with a disability for reasons relating to his or her disability, they may be asked for verification to confirm the status of the service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person who is accompanied by a support person will be allowed to enter ACMO's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons.

4. Notice of Temporary Disruptions

ACMO will provide Clients with notice in the event of a planned disruption in the facilities or services usually used by people with disabilities. In the event of an unexpected disruption in the facilities or services usually used by people with disabilities, ACMO will provide notice of the disruption as soon as possible. These notices will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or service, if available.

The notice will be placed at all public entrances and service counters on our premises.

5. Training for Staff

ACMO will provide training to all of its employees, volunteers and others who deal with the public or other third parties on their behalf, and those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Support staff personnel
- Reception and mail-room personnel
- Administrative personnel
- Lawyers and law students

This training will be provided to staff and lawyers within ninety (90) days of the individual's commencement of employment with ACMO.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 goods and services

- ACMO's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. Feedback Process

The ultimate goal of ACMO is to meet and surpass customer service expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way ACMO provides goods and services to people with disabilities can be made by email, verbally or written comment.

Phone: 905-826-6890

Fax: 905-826-4873

Email: info@acmo.org

Address: 2233 Argentia Road, Ste. 304, Mississauga, ON L5N 2X7

All feedback will be directed to the Office Administrator and/or Human Resources. Clients can expect to hear back within ten (10) business days. Complaints will be addressed according to our organization's regular complaint management procedures.

7. Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Any policy of ACMO that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

8. Questions About This Policy

This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Office Administrator or Human Resources of ACMO.