

Realstar's Exceptional Customer Service for All Policy

A. Purpose

Realstar is committed to providing exceptional service to all of our customers. Realstar will provide services, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

This policy aims to ensure that persons with disabilities are provided equal opportunity to obtain, use and benefit from the Company's services.

B. Scope

All employees are expected to conduct themselves in accordance with this policy when they are on Realstar premises and when representing and/or conducting business on behalf of Realstar.

C. Definitions

Assistive Device – An assistive device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier – A barrier as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

Disability – A disability, as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Service Animal - An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person - A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Providing Services to People with Disabilities

Realstar is committed to excellence in serving people with disabilities, adhering to the policy of integration and we will carry out our service goals of anticipating information and service needs related to the following areas:

D. Communication

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

We will train our employees on how to interact and communicate with people with various types of disabilities.

Telephone Services

Realstar is committed to providing accessible telephone service to all customers.

We will train Realstar employees to communicate with customers over the telephone in plain language and to speak clearly. We will also make our employees familiar with telephone technologies intended for people with disabilities.

We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

E. Assistive Devices

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

F. Billing

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

We will answer any questions customers may have about the content of the invoice or notice in person, by telephone or email.

G. Use of Service Animals and Support Persons

Service Animals

Persons with disabilities may enter Realstar Head Office (RHO) and any Realstar managed property and keep the animal with them, if the public has access to such premises and the animal is not otherwise excluded by law. While visiting RHO and any Realstar managed property it is the responsibility of the person with a service animal to control the animal at all times.

Support Person

Persons with disabilities may enter RHO and any Realstar managed property accompanied by a support person and may have access to that support person at all times.

Realstar may require a person with a disability to be accompanied by a support person while at RHO or any Realstar managed property in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the Realstar premises.

Written consent from the person with a disability is required when communicating private issues related to the person with a disability in the presence of a support person.

H. Notice of Temporary Disruption

Realstar will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available. We will not be able to give adequate notice or in some cases any notice, in case of an emergency temporary disruption.

In order to make information accessible notices of disruption will be clearly laid out, of sufficient size and easily readable. Notices will be displayed prominently at the entrance to each Realstar managed property and on notice boards.

I. Training of Employees

Realstar will ensure that all employees receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided to Realstar employees as part of orientation training for new employees and on a continuing basis as required.

A record of training will be kept in the Human Resources Department.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirement of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about Realstar's policies, procedures and guidelines pertaining to the provision of services to customers with disabilities;
- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing Realstar's services;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- Training will be provided on equipment and/or devices that are available within our organization

Realstar's Recruitment & Employment Accessibility Policy

A. Purpose

Realstar is committed to providing equal opportunity to all candidates during the recruitment process. This policy aims to ensure that persons with disabilities are accommodated throughout the recruitment cycle including: interviewing, screening and pre-employment testing. This policy also aims to ensure that successful candidates with disabilities will be accommodated upon starting their employment with Realstar. All

employment services provided by Realstar shall follow the principles of dignity, independence, integration and equal opportunity.

B. Scope

All employees involved in the recruitment process are expected to conduct themselves in accordance with this policy.

Providing Equal Opportunity to Candidates with Disabilities

Realstar is committed to excellence in accommodating employees with disabilities and we will carry out our goals of anticipating information and service needs related to the following areas:

C. Communication

Realstar will communicate to individuals in ways that take into account their disability.

We will provide alternative methods in order to assist employees with their communication. All information that a candidate or employee should need, will be provided and made available in a different format for their understanding. These formats include, but are not limited to the following:

- Larger font
- Read out loud/Recorded version

Realstar will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Recruitment and Selection

Realstar is committed to providing accessibility to all candidates. Realstar will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Realstar will consult with the applicant and provide or arrange for suitable accommodation.

During the entire recruitment process, Realstar will make necessary accommodations in order to ensure equal opportunity amongst all candidates. We will offer to communicate and interview with our candidates through various ways such as; telephone, Skype, email, etc. The use of service animals and support persons will also be accommodated throughout the recruitment process.

Successful applicants will be made aware of Realstar's policies and supports for accommodating people with disabilities.

E. Assistive Devices

Realstar will make all reasonable accommodations to adapt to any assistive devices that may be used.

F. Use of Service Animals and Support Persons

Service Animals

Persons with disabilities may be accompanied by their service animal while at Realstar Head Office (RHO) and any Realstar managed property. It is the responsibility of the person with a service animal to control the animal at all times.

Support Person

Persons with disabilities may enter RHO and any Realstar managed property accompanied by a support person and may have access to that support person at all times.

Written consent from the person with a disability is required when communicating private issues related to the person with a disability in the presence of a support person.

G. Individual Accommodation Plans

Upon request, Realstar will make necessary accommodations to improve an employees work environment and ability to complete their tasks. An assessment will be conducted in order to address the needs and concerns of the employee. This will assist in determining the boundaries and limitations to the employees' disability.

Realstar will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. This individual plan will be created with the assistance of the employee, as well as medical experts if needed.

Should an existing employee become disabled, Realstar will make reasonable accommodations in order to modify the employee's duties and responsibilities.

H. Workplace Emergency Response Information

Where required, Realstar will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed;
- and/or reviews general emergency response policies.

J. Training of Employees

Realstar will ensure that all persons to whom this policy applies receive training as required by the Employment Standards Act, Ontario Human Rights Code, and Integrated Accessibility Standards, Ontario. In addition, training will be provided to Realstar employees as part of orientation and on a continuing basis as required.

Realstar will maintain records on the training provided, when it was provided, and the number of employees that were trained.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about Realstar's policies, procedures and guidelines pertaining to the provision of services to customers with disabilities;

- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing Realstar's services;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.

J. Performance Management and Career Development and Advancement

Realstar will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be created, as required.

K. Return to Work

Realstar will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Realstar will take to facilitate the employee's return to work and shall use documented individual accommodation plans.

L. Modifications to this or other policies

Realstar is committed to developing accommodation policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

M. Feedback and Questions about this policy

Realstar welcomes feedback and questions including feedback about the delivery of services to persons with disabilities. Customers can submit feedback and questions to the Human Resources department. We will provide copies of the Accessibility Policy, on request to the public. Alternatively, customers can submit feedback questions to any Realstar employee and it will be forwarded to the appropriate Human Resources Representative. Any complaints that are submitted will be responded to in one week's time.

Alternate accessible formats and communications supports of this Accessibility Policy, will be provided upon request.

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realstar management

AODA Multi-Year Accessibility Plan

INITIATIVE	COMPLIANCE DATE	DESCRIPTION	STATUS
Customer Service Standard	January 1, 2013	<ul style="list-style-type: none">- Ensure accessibility for all customers utilizing our goods/services- Realstar has implemented a training e-Learning for all employees, raising awareness of disabilities (visible/nonvisible), and how to effectively accommodate our customers who may be disabled- Realstar is committed to accommodating all customers, upon request	Complete
Workplace Emergency Response Info	January 1, 2013	<ul style="list-style-type: none">- Realstar has developed an Emergency Response Plan that outlines key procedures to follow in the case of an emergency- This plan includes emergency contact numbers and is made available in every property's office- Should an employee require a different format of the manual, Realstar will accommodate the employee, upon request	Complete

Create Accessibility Policies	January 1, 2014	-We still have to create these policies. They can be one policy or many policies. Have to draft policy still.	Complete
Accessible Website & Web Content (Level A)	January 1, 2014	-Realstar has updated its company website to ensure it is accessible for all individual needs -The website now includes features like: font enlarging, contrast change, descriptive text beneath all media videos, compatibility with screen readers & assistive technology that will extract the content and present it in simpler forms	Complete
Training	January 1, 2015	-All records of employee training must be kept and outlining what training was done and when - Training must be ongoing and updated whenever a new employee is hired or when policies/laws change - Training must be tailored to different positions (i.e. some positions require more hands-on training than others)	Complete
Feedback	January 1, 2015	-Realstar is ready to provide feedback to employees in different formats, upon request - i.e. large print, written down, have feedback read out loud if someone is hearing impaired	Complete

Recruitment	January 1, 2016	-Throughout the entire selection process, Realstar will make necessary accommodations for candidates upon request - Realstar's commitment & policy to accommodating disabilities, will be attached to the offer letters of those disabled	Complete
Information for Employees	January 1, 2016	-Realstar has informed all existing and new employees about our company accessibility plan -All employee/company information will be provided in different accessible formats, upon request	Complete
Develop Individual Accommodation Plans	January 1, 2016	-Individual Accommodation Plans (IAP) will be created upon request -These plans will be specific to the individual and will address factors such as: barriers to performance, professional assessments, employee restrictions, career development, job changes & performance management	As needed
Communication	January 1, 2016	-Realstar has made the public aware that information regarding the company will be made accessible upon request.	Complete

2017 - 2020		-There are no legal requirements under the AODA between the years of 2017-2020, however, Realstar has used this time to conduct ongoing reviews of all accessibility plans (all accessibility documents must be reviewed every 5 years), update policies in order to remain current with legislation and train employees on any changes Realstar makes	Complete
Accessible Website & Web Content (Level AA)	January 1, 2021	-Captions must be provided for all live audio content as well as audio description for all pre-recorded videos - Text must be able to be resized up to 200% - If an input error is detected, suggestion must be provided to the user unless it would jeopardize the security of content	Complete

- ❖ This Multi-Year Accessibility Plan will be updated once every five years.
- ❖ Alternative formats of the Multi-Year Accessibility Plan will be available upon request.

References

- ❖ Web Content Accessibility Guidelines 2.0 <http://www.w3.org/TR/WCAG20/#guidelines>
- ❖ AODA Compliance Wizard <https://www.appacats.mcscs.gov.on.ca/eadvisor/newIndex.action#next>
- ❖ Accessibility for Ontarians with Disabilities Act <http://www.aoda.ca/customer-care-guide/>
- ❖ Ontario Ministry of Economic Development, Trade & Employment (1-866-515-2025) <http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/customerService/Over20.aspx>