



## Accessibility for Persons with Disabilities: Customer Service Policy

December 2014

The Accessibility for Ontarians with Disabilities Act was passed in 2005. Its goal is to make Ontario accessible for people with disabilities by 2025. The Accessibility Standard for Customer Service applies to all businesses and organizations in Ontario with one or more employees. As BGRS strives to provide exceptional customer service to everyone in a dignified and respectful manner, this policy applies to all Canadian BGRS employees and business lines.

### **1. Our Mission**

BGRS is committed to being a global provider of real estate and relocation services, technology and knowledge. As a provider of these services, we are committed to providing accessible customer service to people with disabilities.

### **2. Our Commitment**

In fulfilling our mission, BGRS is committed to providing its goods and services in a way that respects the dignity and independence 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 customers.

### **3. Providing Goods and Services to People with Disabilities**

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

#### **3.1 Communication**

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **3.2 Telephone Services**

We are committed to providing fully accessible telephone services to our customers.

We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by other means if telephone communication is not suitable to their communication needs or is not available.

#### **3.3 Assistive Devices**

BGRS is 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 customers with disabilities while accessing our goods or services.



We will also ensure that staff receives training on how to use assistive devices, if available on our premises.

### **3.3 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in alternative formats upon request.

## **4. Use of Service Animals and Support Persons**

### **Service Animals**

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 in how to interact with people with disabilities who are accompanied by a service animal.

### **Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter BGRS's premises with his or her person.

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.

## **5. Notice of Temporary Disruption**

BGRS will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted in a conspicuous place on premises owned or operated by the provider of the goods or services.

In the event of an unexpected disruption, notice will be provided as soon as possible.

## **6. Training for Staff**

BGRS will ensure that training to all employees, volunteers, and others who deal with the public, and all those who are involved in the development and approvals of customer service policies, practices and procedures. In addition, training will be provided to BGRS employees as part of orientation training for new employees, and on an ongoing basis as required.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- Information on BGRS's policies, practices and procedures relating 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
- What to do if a person with a disability is having difficulty in accessing BGRS's goods or services



- How to use the equipment or devices, if available, on BGRS's premises that may help with the provision of goods or services to people with disabilities.

## **7. Feedback Process**

BGRS's welcomes feedback, including feedback about the delivery of goods and services to persons with disabilities. We offer a variety of ways for you to provide us with your feedback. Please include your contact information, date and time, location, specific concern and any recommendations.

Feedback can be submitted to Human Resources Consultant.

BGRS Human Resources  
Human Resources Consultant  
39 Wynford Drive  
Toronto, ON M3C 3K5

Email: [accessiblebrookfield@brookfieldgrs.com](mailto:accessiblebrookfield@brookfieldgrs.com)  
Phone: (416) 510-5800

## **8. 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. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of BGRS's that does not respect and promote the dignity and independence of the people with disabilities will be modified.

## **9. Questions About this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has any questions about this policy, please contact:

BGRS Human Resources  
39 Wynford Drive  
Toronto, ON M3C 3K5  
Email: [accessiblebrookfield@brookfieldgrs.com](mailto:accessiblebrookfield@brookfieldgrs.com)  
Phone: (416) 510-5800

For more information about the Accessibility for Ontarians with Disabilities Act, please visit the Ontario Ministry of Community and Social Services at <http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>.