



Accessible Customer Service Policy, Procedures and Practices

Ottawa and GTA Divisions

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Mattamy Homes AODA Accessible Customer Service Policy

1. Our Commitment

Mattamy Homes is committed to providing excellent customer service to all persons that we serve. As part of our commitment to service excellence we are pleased to comply with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (hereafter referred to as the Standard).

The intention of the Standard is to identify, prevent and remove barriers to customer service for persons with disabilities. It applies to public sector organizations and other organizations that provide goods or services to the public or other third parties and that have at least one employee in Ontario.

This policy is drafted in accordance with the Standard and is supported by procedures and practices that reflect and respect its requirements.

2. Legislative Background Information

The Accessibility for Ontarians with Disabilities Act (AODA) is a provincial act with the purpose of developing, implementing, and enforcing standards for accessibility in order to achieve accessibility for Ontarians with disabilities. The AODA requires the development of enforceable accessibility standards in the areas of customer service, information and communication, employment, transportation and the built environment.

3. Definitions

“Disability” means,

- a) 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,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Guide dog” means a guide dog as defined in section 1 of the Blind Persons Rights’ Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.

“Service animal”, means any animal used by a person with a disability for reasons relating to their disability. It may be readily apparent that the animal is used by the person for reasons relating to his or her disability or the person may provide a letter from a physician or nurse confirming that he or she

requires the animal for reasons relating to his or her disability, or the person may provide a valid identification card or a certificate of training from a recognized guide dog or service animal training school.

“Support Person” means a person who accompanies a person with a disability for the purpose of assisting them with communication, mobility, personal care, medical needs or with access to goods or services.

4. Accessible Customer Service Policy

I. Application

This policy and its supporting procedures and practices apply to all employees, volunteers, contractors, and others who provide goods and services and interact with customers and other members of the public on behalf of Mattamy Homes in Ontario, and to those who are involved in developing policies, procedures and practices that deal with providing goods and services to the public in Ontario.

II. Policy Statement

Mattamy Homes is committed to providing excellent, inclusive and accessible services to all of our customers.

III. Accessible Customer Service Guiding Principles

When interacting with and providing goods and services to home buyers and other customers with disabilities Mattamy Homes will make reasonable efforts to offer equality of opportunity and to provide our goods and services in a way that is integrated with others and in a manner that respects the dignity and independence of persons with disabilities.

IV. Providing Services to Persons with Disabilities

i. Communicating and Interacting by Telephone, Email, in Writing or In Person

Mattamy Homes will communicate with persons with disabilities in a manner that takes their disability into account. When communicating and interacting with persons with disabilities communication best practices and appropriate wording etiquette will be followed. For example, when communicating with someone who is hard of hearing or deaf staff will discuss communication options with the customer and may offer to communicate by email, telephone relay, in writing or by another reasonable method.

Staff and others to whom this policy applies will be trained on how to interact and communicate with persons with various disabilities.

ii. Customer Service Information in Alternative Formats

Customer service information including Mattamy Homes' brochures, Mattamy Homes Homeowner Manuals, agreements, invoices and other customer related information will be provided to persons with disabilities in alternative formats upon request. For example, information may be provided in a larger font, electronically, verbally or in another reasonable format. The format will be determined in consultation with the customer.

iii. Assistive Devices

Some customers with disabilities require the use of assistive devices to help them access goods and services. Staff and others providing services on behalf of Mattamy Homes will follow appropriate etiquette when interacting with home buyers and other customers who use assistive devices. For example, staff will not touch or otherwise interfere with a person's assistive device. Staff will be familiar with common assistive devices that may be used by customers with disabilities. Staff will also be made aware of the assistive devices, if any, made available by Mattamy Homes in its various locations, such as magnifying glasses.

iv. Service Animals

Customers with disabilities may be accompanied by their service animal while on premises owned or operated by Mattamy Homes and may go where other members of the public are permitted unless the animal is excluded by law. If the animal is excluded by law, staff will work with the customer to explore other reasonable means of providing services. For example staff may send information by email, meet with the customer at a mutually agreed upon site where the animal is permitted or another reasonable option.

v. Support Persons

Customers with disabilities may be accompanied by their support person when on premises owned or operated by Mattamy Homes and will not be prevented from having access to them while on the premises. In the rare event that an admission fee is charged for an event notice of the fee charged to support persons will be posted in advance where other admission fees are provided.

On rare occasions it may be determined that a customer with a disability is required to have a support person while on the premises. Decisions to insist that an individual be accompanied by a support person will be based on the health and safety of the person with the disability or the health and safety of others.

vi. Notice of Temporary Disruptions in Services and Facilities

Notice will be provided of temporary disruptions in services or facilities used by customers with disabilities to access Mattamy Homes' goods and services. Notice will include information about the reasons for the disruption, its expected duration, and a description of alternative means of accessing goods and services, if they exist. Notices will be provided in a format that is reasonable under the circumstances such as at entrances, service counters on our premises, or other reasonable methods.

vii. Training

Mattamy Homes will ensure that accessible customer service training is provided to employees, volunteers, and others who interact with the public and/or develop or review policies, procedures or practices that deal with providing goods and services to the public on behalf of Mattamy Homes.

a. On-Going Training

Mattamy Homes will regularly provide Accessible Customer Service training to new staff and volunteers who fulfill the applicable duties as soon as practicable.

Training will be on-going when changes are made to policies, procedures and practices that deal with providing goods and services to the public.

b. Training Content

Mandatory Accessible Customer Service training will include:

- the purpose of the Accessibility for Ontarians with Disabilities Act;
- the requirements of the Accessibility Standards for Customer Service;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a service animal or a support person;
- information about the assistive devices made available by Mattamy Homes;
- what to do if a person with a disability is having difficulty accessing goods and services; and,
- Mattamy Homes' policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities.

c. Training Records

Records will be kept of the training required by this policy, including the number of individuals trained and the dates on which training occurred. The names of individuals trained will be recorded for training administrative purposes and will be subject to applicable privacy laws such as the Personal Information Protection and Electronic Documents Act (PIPEDA).

viii. Feedback and Complaints

Feedback and complaints about the manner in which goods and services are provided to customers with disabilities may be made in-person, by telephone, electronically, in writing, or by other reasonable methods.

5. Contractors and Others Acting on Behalf of Mattamy Homes

Contractors and other individuals or organizations acting on behalf of Mattamy Homes must abide by the Accessible Customer Service Policy and its supporting Procedures and Practices and fulfill the training requirements outlined above. They will be asked to provide proof that they understand the policies, procedures and practices and have fulfilled the training requirements. They will also be required to provide training records to Mattamy Homes.

a. Enforcement

Third party managers and supervisors will ensure that their respective employees and others to whom this policy applies adhere to this policy and its supporting procedures and practices.

6. Notice and Availability of Accessible Customer Service Policies, Procedures and Practices Documents

Notice will be provided indicating that the documents required by the Standard are available to the public upon request. Notice will be posted in a conspicuous place on Mattamy Homes' premises and/or on the website.

7. Review and Modification of this or Other Policies and Procedures

No changes will be made to this or other policies and procedures before considering the affect on persons with disabilities and compatibility with legislation.

8. Related Documents

- Mattamy Homes Accessibility Protocol
- Mattamy Homes Authorization and Release Form regarding Disclosure of Information
- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 420/07

9. Questions about this Policy

Questions about this policy can be directed to:

GTA Low Rise

Mail: Mattamy Homes
Attention, Customer Care Department
433 Steeles Ave E, Milton, ON L9T 8Z4
Phone: (905) 203-3900
Email: customercare.gtl@mattamycorp.com

GTA Urban

Mail: Mattamy Homes
Attention, Customer Care Department
7880 Keele Street, Vaughan, ON L4K 4G7
Phone: (905) 907-8888
Email: CustomerCare.GTU@mattamycorp.com

Ottawa and Surrounding Areas

Mail: Mattamy Homes
Attention, Customer Care Department
50 Hines Road, Suite 100, Ottawa ON K2K 2M5

Phone: (613) 831-4115

Email: ottawa.customercare@mattamycorp.com

Website: <https://mattamyhomes.com/contact>

Procedures and Practices for Providing Services to Persons with Disabilities

1. Commitment

As a leader in the home building industry Mattamy Homes is committed to quality, integrity and service excellence. Occasionally customers with disabilities will require assistance when trying to access our homes, services and information. Mattamy Homes will be pleased to offer reasonable assistance in a manner that respects the dignity and independence of persons with disabilities.

2. Guiding Principles for Providing Accessible Customer Service

Our reputation has been built on the satisfaction of our customers. At the core of our approach to customer service is our commitment to making reasonable efforts to provide our customers equality of opportunity and integrated services, in a manner that respects their dignity and independence.

3. Reasonable Assistance or Accommodation

Mattamy Homes is pleased to provide reasonable assistance to customers with disabilities. The type of assistance provided will depend upon the customer's needs, the cost of the accommodation, health and safety considerations, and the affect the accommodation will have on the ability of all customers to receive services in their intended manner.

4. Communicating with Customers with Disabilities

Mattamy Homes staff and others acting on behalf of Mattamy Homes will communicate with customers in a manner that takes their disability into consideration. For example, when providing services to someone who is blind staff will explain the appearance of design features and materials, and when interacting with someone who is deaf staff understand the importance of looking directly at the person when speaking.

a. Appropriate Wording

Staff and others who deal with the public on behalf of Mattamy Homes will be trained on the use of appropriate wording etiquette regarding persons with disabilities. Appropriate wording will be used in

communications, such as direct customer communications, emails, public events, media releases, invoices, brochures, flyers, posters, and other promotional materials.

5. Offering Assistance to Customers with Disabilities

Wherever possible, staff will offer assistance to customers upon noticing or otherwise becoming aware that the customer has a disability and might benefit from assistance, such as reaching samples for someone with a physical disability or reading small print to someone with a visual disability. If the customer does not want assistance, staff will let them know that they or another staff member will be pleased to assist them when requested.

a. Simple forms of Assistance or Accommodations

Customers with disabilities usually require simple forms of assistance that can be provided quickly and easily. For example, some customers using wheelchairs might require assistance viewing a floor plan that is placed too high for them to clearly see and may need it to be moved to an accessible height.

b. Formal Assistance or Accommodation

Occasionally a customer with a disability may require a form of assistance or accommodation that requires additional time to provide, schedule or approve. Customers should take accommodation requests to the department or site office providing the service they are requesting. For example, requests for accommodation at a Mattamy Homes Design Centre should be given to Design Centre staff and requests for accommodation at a Mattamy Homes Sales Office should be given to staff at that office and so on.

An *AODA Accessible Customer Service Accommodation and Alternative/Accessible Format Request Form* should be completed for these requests. The request forms will be forwarded to the applicable department manager for approval.

Requests for accommodation will be dealt with in a timely manner. Please refer to Section 6 for information on providing Alternative/Accessible Formats for Customer Information.

c. Informing Customers of the Progress of their Accommodation Request

Staff, contractors or agents who are responsible for providing the service accommodation will keep the customer informed of the progress of their request in a timely manner.

6. Accessible / Alternate Formats for Customer Information

Customer information will be provided in a format that is accessible to them. For example, after consultation with the customer it may be decided to read or explain information to them or to provide information in large print, or another format.

If customers requires documents in an accessible or alternate format that cannot be provided immediately (such as CD or another format) staff will complete the *AODA Accessible Customer Service*

Accommodation and Alternative/Accessible Format Request Form which will be forwarded to the Customer Relations Department.

a. Timelines for Alternative Formats

Requests for alternative formats will be addressed promptly.

*** Please refer to the *Accessible / Alternative Formats and Communications Supports Policy and Procedures***

7. Accessing Model Homes and Temporary Offices

a. Accessing Model Homes

Model homes represent typical floor plans and therefore do not contain accessible or barrier-free features (such as grab bars). The safety of all visitors is a priority. If visitors cannot comfortably and safely access areas independently or with the safe and reasonable assistance of a support person or service animal they should view model homes through other options such as through the use of photos provided by Mattamy Homes. Customers with mobility limitations should contact the Mattamy Homes Sales Office about their accessibility related questions prior to visiting model homes.

b. Accessing Temporary Offices

Customers experiencing difficulties accessing Mattamy Homes offices due to an accessibility barrier should contact the Mattamy Homes Customer Care Department in their area to work out an agreeable solution, for example if the customer is agreeable, staff, agents and contractors will be pleased to meet with the customer at an accessible location or discuss other options.

8. Customers who require Assistive Devices

Customers with disabilities may use assistive devices to help with mobility, to help access services or information or for other reasons. Common assistive devices include: personal oxygen tanks, wheelchairs, scooters, canes, walkers, communication devices, recording devices and listening devices, etc.

a. Assistive Devices Provided by Mattamy Homes

Staff will be informed of the assistive devices provided by Mattamy Homes, such as magnifying glasses, automatic doors, and elevators. Staff will also be aware of alternative methods of service provision, including staff assistance that may help provide services to customers with disabilities. For example, staff may assist a customer by providing detailed explanations of design materials and documents.

b. Restrictions in the Use of Assistive Devices

Customers may use their assistive devices to help them access goods and services when visiting Mattamy Homes offices and other sites. However, persons using assistive devices should avoid taking them into areas where the device cannot be safely maneuvered or where it may result in harm to any person or damage to property.

When staff notice a customer using an assistive device who wishes to access a small area or an area that is otherwise not suitable for the device they should diplomatically explain their concern for safety and suggest assisting the person in another manner.

c. Confidentiality and the use of Assistive Recording Devices or the Presence of Support Persons

In the case of confidential meetings all attendees will adhere to existing confidentiality agreements or discuss the matter to the satisfaction of all parties. Individuals who require the use of assistive recording devices may be asked to sign a confidentiality agreement if another party's confidential information is disclosed. The party for whom the confidential information pertains, will be asked to sign the *Authorization and Release Form regarding Disclosure of Information*.

9. Restrictions in Physical Assistance

For the health and safety of all persons, staff are not able to provide physical assistance to persons with disabilities such as assistance transferring on or off assistive devices. Persons with disabilities must be able to transfer on and off of their assistive devices independently or with the assistance of their support person. Exceptions exist for emergency situations.

10. Agents, Contractors and Other Third Parties

Agents, contractors and others who interact with customers or other members of the public or who are involved in developing or reviewing policies, procedures and practices dealing with customer service will adhere to these procedures and practices.

11. Privacy and Discretion Regarding Customer Information

The privacy of customers will be respected. Personal information including information pertaining to the nature of their disability will be kept confidential and staff and others acting on behalf of Mattamy Homes will be informed on a need-to-know basis only.

Procedures and Practices for the Use of Support Persons by Persons with Disabilities

Mattamy Homes welcomes customers and their support persons and is committed to providing accessible services to all persons that we serve.

1. The Role of Support Persons

Some customers with disabilities require the assistance of a support person to help with communication, mobility, personal care, to access goods and services or for many other reasons. A support person is someone who is able to assist a person with a disability and they may be a family member, friend or trained caregiver but training and certification is not required.

2. Application

These procedures and practices apply when customers with disabilities are on premises owned or operated by Mattamy Homes. Customers may be accompanied by their support person when on Mattamy Homes' premises and may go where other customers and members of the public are permitted.

3. Confidential Information in the Presence of Support Persons

When communicating with a customer in the presence of a support person, staff or others acting on behalf of Mattamy Homes will consider the communication privileged, however Mattamy Homes cannot guarantee the confidentiality of information when a support person is present.

Confidential information such as financial information, personal information, etc. will be identified as such prior to the information being released in the presence of the support person and customers with support persons may be required to sign the *Authorization and Release Form regarding Disclosure of Information*.

4. When Persons with Disabilities are Required to have a Support Person

In some situations customers with disabilities may be required to be accompanied by a support person when on Mattamy Homes' premises, if a support person is necessary to protect the health or safety of the person with the disability or the health and safety of others. For example, if a person with a disability is having difficulty safely accessing an area, maneuvering in a space, or controlling their assistive device and they risk injury to themselves or others Mattamy Homes may require that they be accompanied by a support person who is able to assist them in a safe manner.

The need for a support person will be determined jointly by the Divisional Customer Care Lead with input from the relevant department manager or their designate will determine the need for a support person. This decision will be based on the individual's needs and abilities and not on stereotypes about the nature of their disability.

If no support person is available the Divisional Customer Care Lead along with the applicable department manager will work with the individual to determine if an alternative means of providing services is available or whether services can be rescheduled when appropriate arrangements can be made.

This matter will be discussed with the customer with sensitivity and discretion.

5. Posting Admission Fees for Support Persons

Mattamy Homes typically does not charge a fee for neighbourhood or other events. However, if a situation arose where admission fees are charged Mattamy Homes will be consistent with decisions such as the "One person one fare" case, and will not charge admission fees to support persons who are attending a Mattamy Homes event for the purpose of assisting a person with a disability. However, regular fees will be charged when taking part in an event or activity for their own purposes. Information about support person fees will be available where information about admission fees is provided.

Procedures and Practices for the Use of Service Animals by Persons with Disabilities

Consistent with our commitment to inclusion and accommodation for customers with disabilities Mattamy Homes welcomes service animals who are assisting persons with disabilities on our premises.

1. Application

These procedures and practices apply when customers with disabilities and their service animals are on premises owned or operated by Mattamy Homes.

2. Allowing Service Animals on the Premises

Persons with disabilities may be accompanied by their service animals when on Mattamy Homes' premises and may go where customers and other members of the public are permitted.

3. Types of Service Animal Assistance

Service animals provide a wide range of assistance such as: guiding persons who are blind; retrieving items for persons with mobility disabilities; emotional support for persons with mental health disabilities; alerting persons who are deaf to certain sounds; alerting individuals of an oncoming seizure; and many other forms of assistance.

4. Identifying Service Animals

A service animal is *any* animal that assists a person with a disability.

Some service animals can be identified by observing the tasks they perform for a person with a disability. While others can be identified by the wearing of specialized equipment such as a harness, vest, backpack or special collar but these are not required.

Some service animals have received specialized training and certification but this is also not a legal requirement.

a. When it's Not Obvious that the Animal is a Service Animal

Staff may discretely ask the customer for proof if it is not obvious that an animal is a service animal. Proof includes:

- a letter from a physician or nurse stating that the animal is required for reasons related to a disability; or
- a training certificate or identification card from a recognized service animal training school, such as the Lions Foundation of Canada; or
- Documentation that the individual is a handler of a service animal, such as identification issued by the Canadian National Institute for the Blind (CNIB).

5. Service Animals Exclusions and Restrictions

A service animal may be excluded from the premises or part of the premises for any of the following reasons.

1. The service animal is disruptive and the handler cannot effectively control it.
2. The service animal is a threat to the health and safety of any person or property.
3. Exclusions due to law, such as municipal by-law, provincial statute or another law. (Please see Section 5.a.i. and ii.)
4. Concerns for the safety of the service animal. For example, due to the possible presence of sharp objects and other potentially harmful materials found on construction worksites service animals are not permitted in these areas unless they can be safely carried by their handlers in a secure animal crate.

Mattamy Homes strongly recommends that customers and other visitors do not bring service animals onto work sites and instead they should be accompanied by a family member or friend or another support person when visiting these areas.

i. Laws Excluding Service Animals

Customers with disabilities may be accompanied by their service animal when on Mattamy Homes premises unless the animal is excluded by law.

ii. Municipal By-Laws

Some cities and towns exclude certain animals from their municipal jurisdictions. It is the customer's responsibility to make certain that their service animal is permitted in the city or town they intend to visit by contacting the local municipal clerk's department and asking for information about animals that are excluded from its jurisdiction.

For example, the Town of Oakville and the City of Ottawa restrict most non-domestic animals. Prior to visiting these municipalities persons with service animals should refer to the municipal clerk's department or the following websites:

For the Town of Oakville please refer to, *The Corporation of the Town of Oakville By-Law Number 1976-153*, found at [http://bylaws.oakville.ca/Bylawsweb.nsf/Bylaws/1976-153/\\$FILE/1976-153.pdf?OpenElement](http://bylaws.oakville.ca/Bylawsweb.nsf/Bylaws/1976-153/$FILE/1976-153.pdf?OpenElement)

For the City of Ottawa please refer to, *The City of Ottawa: Respecting Animal Care and Control By-law No. 2003 - 77, Schedule "B", Prohibited Animals*, found at http://ottawa.ca/en/licence_permit/bylaw/a_z/acc/

iii. Food Area Restrictions

Ontario Regulation 562, of Ontario's Health Promotion and Protection Act, prohibits animals from food areas. Exceptions are made for *service dogs*. *Service dogs* are allowed in areas where food is served, sold, displayed, and offered for sale such as cafeterias and restaurants.

6. When Service Animals are Not Allowed

When a service animal is excluded from an area the reason the animal is excluded will be explained to the customer. Staff will offer to provide services in another manner. For example, where suitable, staff may bring items to the customer; provide services by telephone or email; provide services in areas where the customer and the service animal are permitted, or by another reasonable method.

If a Mattamy Homes office or work site is located in a municipality that restricts a customer's service animal customers may receive services through another method. For example, customers may consider visiting the office or site with a family member or friend who can provide them with support instead of their service animal or they may chose to receive information by another reasonable method.

7. Fear of Animals and Allergies

Fear of animals and allergies are generally not sufficient grounds to exclude service animals. In rare cases a persons' allergy or phobia may be so severe that accommodation is necessary. Accommodation may include keeping the animal and the affected person separated, or arranging to provide services at another time or location or another reasonable method.

If staff are afraid or allergic to the animal they must find another means of providing services to the customer, such as finding another staff person to assist them as soon as possible.

8. Serving Persons with Service Animals

Service animals are working animals and must be prepared to assist a person with a disability at any moment. For this reason staff will:

- Not interfere with service animals by distracting them or by offering them treats or by petting them and will maintain a respectful distance from service animals.
- Focus attention on customers and not on their service animals
- Be prepared to direct customers to areas where service animals can relieve themselves.

9. Protecting the Privacy of Customers with Service Animals

If other customers ask about the presence of an animal on Mattamy Homes premises respect the individual's privacy and do not inform other customers that the animal is a service animal and required due to a disability. Instead simply state that the animal is permitted for reasons that you cannot discuss.

10. Responsibilities of Service Animals Handlers

Customers with service animals must adhere to the following:

- Keep the animal in full control at all times
- Make certain the animal's behaviour is not aggressive or threatening
- Do not leave the animal unattended. Staff are not permitted to supervise the animal. This is the responsibility of the handler.
- Make certain the animal is permitted in the city or town they are visiting
- Clean up after the animal where possible

- Ensure the animal's immunizations are up-to-date

Procedures and Practices for Providing Notice of Service and Facility Disruptions

As part of our commitment to the Accessibility Standards for Customer Service, Mattamy Homes will provide notice if a temporary disruptions occurs in services or facilities used by customers with disabilities to access goods and services.

1. Facilities and Services Requiring Notice of Temporary Disruptions

Mattamy Homes identifies the following services and facilities that are available to customers and are subject to the requirements of notification of temporary disruptions:

- Accessible parking spaces
- Automatic doors
- Accessible washrooms
- Accessible curb ramps
- Accessible ramped entrances
- Elevators

Mattamy Homes recognizes that if additional services and facilities become available to customers with disabilities in the future this list will be up dated accordingly.

Widespread disruptions, such as community wide power outages do not require notice under the Accessibility Standard for Customer Service.

2. Required Content of Notices

Notices of temporary disruptions must include:

1. The reason for the disruption
2. The expected duration of the disruption
3. Alternative accessible facilities or services, if available.

3. Posting of Notices

Notice of temporary disruptions will be provided in a method considered reasonable under the circumstances. For example, under certain circumstances notices may be placed:

- Near an elevator call button
- Over a power door operator button
- Near the entrance to a ramp
- At building entrances
- Service counters
- and other reasonable places.

a. Contact Customer Directly

In some situations customers with disabilities may be contacted directly when a service is unavailable. For example, if the ramp is unavailable and someone who uses a wheelchair is expected to attend a meeting staff will contact the person directly and alternative arrangements will be discussed.

b. Verbal Notice

When noticing a person who is blind and where reasonably possible, verbal notice will be given to them along with directions on alternative means of accessing services, if they exist.

c. Accessible Parking Spaces

In the event that accessible parking spaces are unavailable notice will be provided and will direct drivers to use the closest available parking spaces.

4. Format and Placement of Notices

Notices will be placed in a format and height that is reasonable for customers who use the service or facility. For example notices of a ramp that is unavailable will be placed at a height that is noticeable to individuals using wheelchairs as well as persons who are ambulatory.

Notices will follow accessibility guidelines for clear print and appropriate wording such as the *CNIB Clear Print Accessibility Guidelines*; and *Appropriate Wording List*. For example, printed notices will be provided in large clear print and with a strong colour contrast between the text and the background colour.

5. Staff Responsibilities

Staff will inform the appropriate manager of the area or department experiencing the disruption when becoming aware of a disruption in services or facilities used by customers with disabilities.

6. Managers, Agents and Contractors Responsibilities

Managers, agents and contractors will:

1. Post notice of temporary disruptions.
2. Determine a reasonable amount of advanced notice for planned disruptions, such as ramps that are blocked due to renovations. Reasonable efforts should be made to provide customers with disabilities time to make alternative arrangements such as additional time to arrange for a support person to assist them around worksites and uneven pathways.
3. Provide notice of unexpected disruptions as soon as reasonably possible.
4. Identify appropriate formats and placements of notices in a manner that is accessible to customers with different disabilities.
5. Identify alternative means of accessing services, if they exist.

Managers will attempt to make alternative arrangements to provide access to goods and services wherever possible such as providing services or meeting in an alternative accessible location in Mattamy Home's offices or at another agreed upon location.

Where applicable, responsibility for providing notice of disruptions is the responsibility of the respective property management companies, and as such they are required to ensure that notice of temporary disruptions are provided as required under the Accessibility Standards for Customer Service.

7. Agents, Contractors & others Providing Services On Behalf of Mattamy Homes

Agents, contractors and others providing services on behalf of Mattamy Homes will abide by these procedures including notifying the appropriate managers at their worksites when becoming aware of a temporary disruption.

Accessible Customer Service Feedback Process

Mattamy Homes recognizes the importance of feedback in identifying barriers to accessibility and in its commitment to continual service improvements and service excellence. For this reason we welcome your comments.

1. Methods of Providing Feedback

An accessible feedback process permits feedback to be given through multiple methods. Feedback and complaints about the accessibility of our services may be directed to the Customer Relations Department at one of our Ontario based offices.

GTA Low Rise

Mail: Mattamy Homes
Attention, Customer Care Department
433 Steeles Ave E, Milton, ON L9T 8Z4

Phone: (905) 203-3900

Email: customercare.gtl@mattamycorp.com

GTA Urban

Mail: Mattamy Homes
Attention, Customer Care Department
7880 Keele Street, Vaughan, ON L4K 4G7

Phone: (905) 907-8888

Email: CustomerCare.GTU@mattamycorp.com

Ottawa and Surrounding Areas

Mail: Mattamy Homes
Attention, Customer Care Department
50 Hines Road, Suite 100, Ottawa ON K2K 2M5

Phone: (613) 831-4115

Email: ottawa.customercare@mattamycorp.com

Website: <https://mattamyhomes.com/contact>

2. Feedback and Complaints Process: Recording Relevant Information

Staff, agents and contractors will record relevant information at each step of the feedback and complaints process including:

- The customer's name and contact information (if they wish to be named and contacted)
- The name and contact information of the staff, agent or contractor or other parties involved in the situation
- The date
- The relevant office/site and location
- Details about the situation
- Actions taken to attempt to resolve the matter

- Suitable response formats (Required if customers wish to be contacted and to be determined in consultation with the customer). For example, large print, email, Bell Relay, etc.

3. Feedback and Complaints Process

a. First Step: Customer Complaints Received In Person and/or Verbally

Staff and others working on behalf of Mattamy Homes will work with the customer to resolve complaints immediately. If a satisfactory resolution cannot be reached the customer will be informed that they may take their complaint to the applicable department manager.

b. Second Step: Management Review of Customer Complaints

If complaints cannot be resolved immediately staff, agents and contractors working on behalf of Mattamy Homes will take the matter to their manager who will work with the customer to find a resolution.

If the complaint cannot be resolved at this point or if it requires further investigation the complaint will be forwarded to the Divisional Customer Care Lead.

c. Third Step: Customer Relations Department

Complaints that cannot be resolved by Mattamy Homes' office or site managers will be forwarded to the Divisional Customer Care Lead with all relevant information. If the Lead cannot reach a resolution with the complainant the complaint will be forwarded to next level up of management who will work with the customer towards a resolution.

Customers will be contacted about the progress of their complaint in a timely manner.

d. Feedback or Complaints Received through Messages or Mail

Feedback received through telephone messages, email or regular mail will be responded to in a timely manner at which point customers will be given a timeline indicating approximately when they should expect to receive information about their feedback or about the complaint resolution.

4. Responses to Feedback and Complaints

Customers who wish to be contacted about their feedback or complaint will be contacted by a representative from the Customer Care Department or where appropriate by someone from the department or site office involved in the situation.

Where the customer has provided contact information, responses to feedback and complaints will be given in a format that is reasonable and accessible to the customer. The format may be in the same format used by the customer when providing feedback or another format may be determined in consultation with the customer.

5. Keeping Records of Feedback and Complaints

All feedback and complaints given to staff, agents, contractors or other providing services and interacting with the public on behalf of Mattamy Homes will be recorded and directed to the Customer Care Department where they will be reviewed for possible service improvements.

6. Confidentiality

Information pertaining to specific feedback or complaints and persons named in the feedback or complaints will be held in confidence and shared on a need-to-know basis only, and for the purpose of a resolution or other appropriate actions. Feedback information will be subject to applicable privacy laws.

7. Agents, Contractors & others Providing Services on Behalf of Mattamy Homes

All persons and organizations that provide goods and services on behalf of Mattamy Homes will abide by this feedback process and provide all feedback and complaints information to the Customer Care Department of Mattamy Homes.

Appendix

A1. Appropriate Wording List

When referring to a person with a disability, refer to the person first.
The individual should be the focus of your communication, not their disability.

Do Not Use	Use
Handicapped, invalid, cripple, the disabled	Person with a disability or who has a disability, people with disabilities
The aged	Seniors
Blind person, the blind	Person who is blind or visually impaired
The deaf person	Person who is deaf
Confined to a wheelchair, wheelchair bound	Person who uses a wheelchair
Dumb, mute	Person who is unable to speak, uses synthetic speech or who has a communication disorder
Epileptic, suffers from fits	Person who has epilepsy or a seizure disorder
Learning disabled, the dyslexics	Person who has a learning disability Person who has dyslexia
Mentally retarded, feeble minded, slow	Person who has an intellectual disability People with learning disabilities
Mentally ill, psycho, crazy, neurotic, psychotic	Person who has a mental disability Person who has depression Person with schizophrenia
Midget, dwarf	Person of short stature, Person who has a form of dwarfism
Mongoloid, mongolism	Person with Down's Syndrome Person with an intellectual or developmental disability
Normal	Person who does not have a disability
Physically challenged	Person with a physical disability
Spastic	Person who has muscle spasms
Visually impaired	Person with a visual impairment

Taken in part from the Accessibility Directorate of Ontario, of the Ministry of Community and Social Services. Queens Printer for Ontario, 2005

A2. Alternative Format Request Form



Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Accommodation & Alternative/Accessible Format Request Form

The AODA Customer Service Accommodation and Alternative/Accessible Format Request Form should be completed for accommodation requests for persons with disabilities including requests for documents in alternative/accessible formats and where the accommodation cannot be readily provided, advanced booking or approval is required, or where the appropriate accommodation is uncertain.

Date: _____ Time: _____

Staff Information

This form was completed by:

Staff Name: _____

Phone: _____

Email: _____

Customer Contact Information

Daytime contact information of person requesting the accommodation.

Name: _____

Phone: _____

Email: _____

Address: _____

How does the customer prefer to be contacted?

Phone Email Regular Mail Other: _____

Type of Accommodation Requested:

If accommodation is required for a service, meeting or event, please provide details:

Name of the service, meeting or event: _____

Location of the service, meeting or event: _____

Continued on next page...



Accessibility for Ontarians with Disabilities Act (AODA)
**Customer Service Accommodation
& Alternative/Accessible Format Request Form**

Request for Alternative/Accessible Document Format

If a Mattamy Homes document is required in an alternative/accessible format please provide the Name/Title of the Mattamy Homes document:

Date accommodation or document is required: _____

Alternative / Accessible Format requested:

- | | |
|---|--|
| <input type="checkbox"/> Accessible Adobe Acrobat PDF | <input type="checkbox"/> Audio Disk (CD) |
| <input type="checkbox"/> HTML | <input type="checkbox"/> Large Print |
| <input type="checkbox"/> Electronic Text | <input type="checkbox"/> Other: _____ |

Please indicate any specific technical needs:

Additional information regarding the request or document:

Customer Signature: _____

Confidentiality Statement: *The privacy of customers will be respected. Personal information including information pertaining to the nature of their disability will be kept confidential and staff and others acting on behalf of Mattamy Homes will be informed on a need-to-know basis only.*

A3. Customer Feedback Form

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Feedback Form

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Date: _____ Time: _____

Name of Mattamy Homes staff or contractor involved in the situation, if applicable:

Name the Mattamy Homes Office or Worksite and Location you wish to provide Feedback about:

Were you able to receive the service or information you wanted? Yes No

Please provide details about the situation:

If you experienced difficulty due to an accessibility barrier please explain:

If you wish to be contacted by staff, please provide your daytime contact information:

Name: _____

Email: _____ Phone: _____

How do you prefer to be contacted? Phone Email Regular Mail Other _____

Mattamy Homes Contact Information:

<p>Greater Toronto Area:</p> <p>Mail: Mattamy Homes Attn: Customer Care Department 2360 Bristol Circle Oakville, ON L6H 6M5</p> <p>Phone: 1- (877) MATTAMY (628-8269)</p> <p>Email: CustomerCare.GTA@mattamyhomes.com</p>	<p>Ottawa and Surrounding Areas:</p> <p>Mail: Mattamy Homes Attn: Director of Relations Department 50 Hines Road, Suite 100 Ottawa, ON K2K 2M5</p> <p>Phone: (613) 831-3537</p> <p>Email: Ottaws.CustomerCare@mattamycorp.com</p>
<p><u>Website:</u> www.mattamyhomes.com/ContactUS/</p>	

Confidentiality Statement: Personal information including information pertaining to the nature of an individual's disability and individuals named in the event will be kept confidential. Staff and others acting on behalf of Mattamy Homes will be informed of details on a need-to-know basis only.

Mattamy Homes | AODA - Customer Feedback Form

1

A4. Record of Feedback Form



Accessibility for Ontarians with Disabilities Act (AODA)

Record of Feedback

Staff, Agent or Contractor Information - *For Office Use Only*

Please Attach this Form to the
AODA Customer Feedback Form.

Date: _____

Staff , Agent, or Contractor Name: _____

Agent or Contractor Contact Information: _____

1. Comments including Attempts to Resolve the Matter:

2. Required Next Steps:

3. Action Summary:

Confidentiality Statement: *Personal information including information pertaining to the nature of an individual's disability and individuals named in the event will be kept confidential. Staff and others acting on behalf of Mattamy Homes will be informed of details on a need-to-know basis only.*

A5. Sample Notice of Disruption



Accessibility for Ontarians with Disabilities Act (AODA)

Sample Notice of Disruption - Ottawa

We're Sorry

September 27, 2012

Dear Visitors,

The elevator is out of service due to scheduled maintenance. We expect the elevator to be operating tomorrow, September 28, 2012.

Please speak to the receptionist for assistance or to arrange for an accessible alternative.

We apologize for the inconvenience.

If you have any questions please contact us by:

Mail: Customer Care Department
50 Hines Road, Suite 100
Ottawa, ON, K2K 2M5

Phone: (613) 831-3537

Email: Ottawa.CustomerCare@mattamycorp.com

Thank you