

Accessible Customer Service Policy

Statement of Commitment to Accessibility

H&R REIT is committed to providing an environment that allows our employees, tenants, job applicants, suppliers, visitors and others who access our services or premises to maintain their dignity and independence.

We are committed to ensuring H&R REIT's compliance with accessibility legislation by preventing and removing barriers to accessibility. By making this commitment, we will provide equal opportunities and integration.

We respect and uphold our requirements under the Accessibility for Ontarians with Disabilities Act (2005), (referred to as "AODA" or the "Act") and its various regulations and standards.

We will train our staff on Ontario's accessibility laws and accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of our employees.

We are committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communication materials in accessible formats or with communication supports. This includes publicly available information about our services and facilities.

We will provide, if needed, customized workplace emergency plans for our employees who have disabilities.

We will amend this statement of commitment from time to time as regulations come into force that apply to our organization.

Use of 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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. We will notify visitors of this by posting a notice in our management offices.

In certain cases, H&R REIT might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with the disability and/or others on the premises. Before making a decision, H&R REIT will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

Notice of Temporary Disruption

In the event of a disruption to services or facilities for customers with disabilities, a notice of service disruption shall be provided in advance when possible and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities and services that may be available. H&R REIT has defined procedures for handling temporary disruptions in service.

In addition, onsite staff will provide additional information to guests and visitors in the event of a temporary disruption.

Training

H&R REIT ensures that training is provided on the requirements of accessibility standards referred to within the Act and in the Human Rights Code as it pertains to persons with disabilities for,

- a. All employees and volunteers;
- b. All persons who participate in developing H&R REIT's policies; and
- c. All other persons who provide services or facilities on behalf of H&R REIT.

The training provided is appropriate to the duties of employees, volunteers and other persons. Training is provided as practicable to employees, volunteers and other persons and includes instruction on 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. Where there are changes to the Act, training will be provided with regard to those changes.

H&R REIT will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

Information and Communications

Our goal is to meet the communicational needs of our tenants, visitors and staff. To do that we:

- Ensure that communication materials, telephone communications and face-to-face interactions meet the requirements of the Act.
- Utilize guidelines and best practices for creating accessible documents; and
- Prepare for requests for alternate formats and communication supports

Design of Public Spaces Standards

To ensure our tenants' and visitors' satisfaction, H&R REIT's buildings are all kept in exceptional condition. By being proactive, H&R REIT has always made it a practice to upgrade, replace and renovate at the first sign of a problem, not as it becomes urgently necessary. This practice includes identifying, removing and preventing barriers for persons with disabilities when constructing and maintaining new or redeveloped elements of our public spaces.

Accessible Parking

Our buildings include wider parking spaces for people who use mobility aids such as wheelchairs. There are also specially marked parking spots that are standard-width for people who use mobility assistive devices such as canes, crutches and walkers.

Waiting / Lobby Areas

When constructing new or redeveloping existing areas, H&R REIT ensures waiting areas with seating fixed to the floor, at least three percent of which is accessible to someone using a mobility aid. All waiting areas have at least one accessible seating space.

Maintenance

H&R REIT ensures preventative and emergency maintenance procedures for the accessible parts of our public spaces.

Feedback

A feedback process is in place through which tenants, visitors and employees can make comments, suggestions and complaints. H&R REIT welcomes feedback on how we provide accessible customer service. The feedback process will allow comments in person, by telephone, in writing or by delivering an electronic text by email, or otherwise to help us identify barriers and respond to concerns.

A complaints procedure is in place where H&R REIT will offer the customer an explanation of the circumstances and take appropriate action.

Comments and questions, including complaints should be addressed to:

By email: aoda@hr-reit.com

By telephone: 416-635-7520

H&R REIT's Accessible Customer Service Policy is available in our management offices upon request.