

Lennard Commercial Real Estate: Accessibility Policy

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) of 2005:

Lennard Commercial Real Estate is a professional service brokerage, committed to providing commercial real estate solutions to clients in a select number of markets across the Greater Toronto Area and beyond.

At all times, Lennard Commercial Real Estate will strive to provide its services in a manner that respects the dignity and independence of everyone involved, including people with disabilities. Lennard Commercial Real Estate is also committed to providing people with disabilities the same opportunity to access our services, allowing them to benefit from the same services, in the same place and in a similar manner as other clients and contacts.

Lennard Commercial Real Estate will communicate with people with disabilities in ways that take into account their disability. When agents and/or staff are aware that a person has a disability they will ask the person with the disability for their preferred method of communication (i.e. e-mail, verbal).

The ultimate goal of Lennard Commercial Real Estate is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Definitions

“Assistive devices” means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (canes, crutches, wheelchairs or hearing aids)

“Accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; (“obstacle”).

“Clients” means any persons who receives services

“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 forgoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, 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;

“Employees” means every person who deals with a person with a disability, on behalf of Lennard Commercial Real Estate, whether the person does so as an employee, agent or otherwise

“Person with Disabilities” mean those individuals that are afflicted with a disability as defined under the Human Rights Code

“Service animals” means any animal individually trained to do work or perform tasks for the benefit of a person with a disability

Information and Communication

Lennard Commercial Realty will make its information accessible to people with disabilities by creating materials and supports in accessible formats, which can be requested by the public at any time.

Further, Lennard Commercial Realty will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, Lennard Commercial Realty will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it. Our Information Technology websites meet the requirements of WCAG 2.0 Level AA.

Assistive Devices

Lennard Commercial Real Estate is committed to serving people with disabilities, who use assistive devices to obtain, use, or benefit from its services. The following assistive devices can be made available for people with disabilities while accessing our services by speaking with a staff member or the commercial real estate agent(s) representing you.

- Hard copy
- large print documents
- documents provided in alternative file types (for example, Word, PDF, PowerPoint)
- Bell TTY relay service
- Audio file or providing information directly from our employee in person or over the phone
- convert PDF document to voice via PDF viewer

Persons visiting Lennard Commercial Real Estate with assistive devices such as wheel chairs will be accommodated. Our employees will provide anyone needing access to our office with building accessibility information.

Use of Service Animals and Support Persons

Lennard Commercial Real Estate is committed to welcoming people with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public.

A service animal wears a specific vest to show they are on duty and will have identification to provide information on the service they are providing. Service animals will not be touched or distracted in any way for the safety of the person and the animal. Lennard Commercial Real Estate will allow the entrance of service animals to assist the person within our office.

Lennard Commercial Real Estate is 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 Lennard Commercial Real Estate premises with the support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on our premises. Lennard Commercial Real Estate will require a signed Acknowledgement and Authorization form from the person with the disability if the support person is involved in any confidential written or verbal communications between Lennard Commercial Real Estate and the person with the disability, while on Lennard Commercial Real Estate premises.

Service Interruptions

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. If there is a temporary disruption to any of our services either in whole or in part, Lennard Commercial Real Estate will provide notice of the disruption to the public via as many channels as possible, in accessible formats, where available. We will physically post notices where the disruption is taking place as well as through any other channels that are appropriate such as email, phone, text, social media, or on our website.

Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Accommodating the Needs of People with Disabilities During Hiring Process

Lennard Commercial Real Estate welcomes and encourages applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

Accommodation is available on request for candidates taking part in all aspects of the selection process. If an applicant requests accommodation, Lennard Commercial Realty will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

Accommodating the Needs of Employees with Disabilities

As well as fulfilling all of the notes above, Lennard Commercial Real Estate will provide workplace information in an accessible format to the employee upon request. Lennard Commercial Real Estate is committed to the success of its employees and will communicate with any person with disabilities to ensure that they are able to perform their job. Lennard Commercial Real Estate will provide general company information such as emails, bulletins in a form that accommodates the needs of said employee. Lennard is also committed to providing the employee with career development information in an accessible format tailored to the employee's needs. We will also provide accessible emergency information to staff should the employee require assistance during an emergency with the employee's consent. Lennard Commercial Real Estate will work with the employee to design an individualized emergency response plan tailored to the employee's needs as soon as practicable, and reviewing the plan with individual if they should move to a different location or when their accommodation needs or plans have changed.

Individual Accommodation Plan

Please refer to the Individual Accommodation Plan Process for further information. Plan is to be completed between employee and manager to outline the type of accommodation required by the employee.

Returning to Work after absence due to a Disability

Please refer to the Return to Work Process Form for further information. Plan is to be completed between employee and manager to outline the type of accommodation required by the employee.

Training

Lennard will provide accessibility training to employees as soon as practicable after being hired. Training will be provided on an ongoing basis and whenever changes are made to this Policy to ensure that this Policy is always implemented. Training will include the purpose of the Accessibility for Ontarians with Disabilities Act, 2005, our policies and practices, and how to interact and communicate with people with various types of disabilities, general information regarding the types of assistive devices that may be used by people with disabilities on Lennard premises and what to do if a person with a disability is having difficulty accessing Lennard's services

Feedback Process

Lennard Commercial Real Estate's goal is to meet and surpass client and employee expectations while serving anyone with disabilities. You may request a copy of our Feedback form or provide feedback directly to the contact below. Feedback is directed to Human Resources and responses will follow within ten business days.

- a) Comments regarding how well those expectations are being met are welcome and appreciated.
- b) Feedback regarding the way Lennard provides goods and services to people with disabilities can be made by email, mail, verbally, or by telephone.
- c) Feedback will be addressed accordingly by the Director of HR & Operations and local Management, as required

For more information, please contact;

Human Resources
hr@lennard.com
(416) 649-5926