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MF Property Management Ltd.'s Customer Service Policy Statement Providing Goods and Services to People with Disabilities

28 Bett Court, Guelph

OUR MISSION

The mission of MF Property Management Ltd. is to serve all customers including people with disabilities.

OUR COMMITMENT

In fulfilling our mission, MF Property Management Ltd. strives at all times to provide 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.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

MF Property Management 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:

Communication

We 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.

We are committed to providing accessible letters, statements, etc. to all of our customers. For this reason, documents will be provided in the following formats upon request: via email, regular mail, in large font or delivered. We will answer any questions customers may have about the content of the document in person, by phone or email.

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 communication by email, mail, Skype (or another similar program) or in person if telephone communication is not suitable to their communication needs.

Assistive devices

We are 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 is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Use of service animals and support persons

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.

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 MF Property Management Ltd.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the premises.

Notice of temporary disruption

MF Property Management Ltd. 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, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances on MF Property Management Ltd.'s premises and on the company's website when appropriate.

Training for staff

MF Property Management Ltd. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Receptionist
- Administrative assistants
- Property managers
- Accounting staff

This training will be provided within 3 months after an employee is hired.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person
- What to do if a person with a disability is having trouble accessing MF Property Management's goods and services
- MF Property Management's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.



Feedback process

The ultimate goal of MF Property Management Ltd. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way MF Property Management Ltd provides goods and services to people with disabilities can be made by email, mail, telephone, in person, or by any means that suits the customer. All feedback will be directed to Maria Finoro, President or Carla Guthrie, Vice President. Customers can expect to hear back in fourteen (14) business days.

Complaints will be addressed according to complaint categories already established in MF Property Management Ltd.'s complaint management procedures.

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 MF Property Management Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Maria Finoro or Carla Guthrie of MF Property Management Ltd.

Maria Finoro, President

Carla Guthrie, Vice-President

