



Unit Park Management Inc. – Accessible Customer Service Policy

Statement of Purpose

At Unit Park Management Inc., our goal is to deliver safe, user-friendly, and barrier-free parking solutions to all patrons and community members. Our operations are designed to uphold the dignity and autonomy of individuals with disabilities. In alignment with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Ontario Human Rights Code*, we are dedicated to providing equitable access and identical service quality in the same physical spaces as all other customers.

Scope of Application

This policy framework governs the conduct of all Unit Park employees, management personnel, patrons, and any external contractors or third-party vendors supplying public services on our behalf.

Communication Protocols

We will interact with individuals in a manner that thoughtfully considers their specific disability. Consequently, any personnel engaging with the public will undergo targeted training on effective communication strategies for diverse disabilities.

Assistive Devices

Patrons are fully permitted and encouraged to utilize personal assistive technology; such as wheelchairs, white canes, and sensory aids when navigating our parking facilities and obtaining our services. Unit Park will ensure staff are educated on the various assistive devices our patrons might employ.

Service Animals and Support Personnel

- We welcome individuals accompanied by service animals in all areas of our premises open to the public or third parties.
- Our workforce and representatives will receive instruction on appropriately interacting with patrons using service animals.
- Patrons accompanied by a dedicated support person will be granted unrestricted access to that individual at all times while on our properties.
- Standard per-vehicle parking tariffs will remain applicable.

Notice of Temporary Disruption

Should a scheduled or unforeseen interruption occur affecting amenities or services usually utilized by persons with disabilities, Unit Park will actively issue public notices. These notices will detail the cause of the interruption, the expected resolution timeframe, and any available substitute services. Notifications will be prominently displayed on-site near the affected facility and/or communicated digitally via our website where necessary.



Employee Training Requirements

Comprehensive training will be administered to all individuals facilitating services on our behalf, as well as those involved in drafting and approving customer service frameworks. This instruction will be delivered promptly following onboarding and whenever structural changes are made to this policy or our procedures.

The training curriculum will encompass:

- The fundamental objectives of the AODA and specific Customer Service Standard mandates.
- Techniques for engaging and communicating with persons possessing various types of disabilities.
- Proper interaction protocols for individuals utilizing assistive equipment, service animals, or support personnel.
- Guidance on operating assistive devices that may be available at our locations.
- Actionable steps to take if a patron is experiencing difficulty accessing our parking facilities and services.
- A thorough review of Unit Park's internal policies, practices, and procedures regarding accessible customer service.

Feedback Mechanism

We actively encourage patrons to share their experiences regarding our accessibility efforts. Feedback can be submitted to our Customer Service team via phone, email, or in person. Responses to feedback will be provided as quickly as possible within a reasonable timeframe.

All regulatory documentation mandated by the *Accessibility for Ontarians with Disabilities Act, 2005* is available upon request. Patrons are encouraged to notify us in advance if alternative, accessible formats of these documents are required.

Contact Us

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