



Accessible Formats
For Receiving & Responding to Feedback
Policy and Procedures

Ottawa and GTA Divisions

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Accessible Formats For Receiving and Responding to Feedback Policy and Procedures

1. Commitment:

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.

The Company will ensure that our current feedback processes are accessible to persons with disabilities by providing accessible formats and communications supports, upon request. When an accessible format is requested we will consult with the person to determine suitability of format. The feedback process has been made available on the Company's website and internal office bulletin board.

2. Definitions:

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

"Communication supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

"Feedback Process" includes any existing or future process designed to solicit, receive or provide feedback to and from customers, clients, third party contractors, employees or volunteers.

"Information" includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

3. Application

This policy and its procedures apply to documents and information including the feedback process, made available by Mattamy Homes, if Mattamy Homes controls the material either directly or indirectly through a contractual relationship.

This policy and its procedures apply to all employees, contractors, volunteers, third parties, customers and members of the public that may request an accessible format of an existing or future feedback process.

4. Exceptions

Mattamy Homes will strive to make reasonable efforts to provide accessible information and communications to persons with disabilities, however exception exist. Exceptions include the following reasons:

- It is not technically feasible to convert the information or communication;
- The technology required to convert the information or communication is not readily available;
- Mattamy Homes does not control the information directly or indirectly through a contractual relationship

If Mattamy Homes determines that information or communications cannot be converted into an alternative format or provided through communication supports the reasons for this will be explained to the individual who is making the request and he/she will be provided with a summary of the information or communications being requested. The format of the summary will be determined in consultation with the individual and provided in a method that considers his/her disability. For example, the summary may be provided in large print, plain language, read and explained to individual, or provided in another reasonable format.

5. Considerations for Determining Reasonable Effort

When determining any form of reasonable accommodation staff and others will address the matter with the individual and consider the effect of the accommodation on the ability of others to access services and opportunities in their intended manner, health and safety; the costs of the accommodation as they relate to undue hardship; and the principles of integration, equality of opportunity, and respect for dignity and independence.

6. Existing Methods of Providing & Receiving Feedback

An accessible feedback process permits feedback to be given through multiple methods. Mattamy Homes is pleased to provide accessible formats and communication support for its feedback processes to persons with disabilities upon request.

Members of the Public and Customers may provide feedback to Mattamy Homes via the methods provided below:

Greater Toronto Area:

<i>In Person:</i>	2360 Bristol Circle, Oakville, ON L6H 6M5
<i>Mail:</i>	Accessibility, Customer Care Department 2360 Bristol Circle, Oakville, ON L6H 6M5
<i>Phone:</i>	1- (877) MATTAMY (628-8269)
<i>Email:</i>	CustomerCare.GTA@mattamyhomes.com
<i>Website:</i>	www.mattamyhomes.com/ContactUS/

Ottawa and Surrounding Areas:

In Person: 50 Hines Road, Suite 100, Ottawa, ON, K2K 2M5
Mail: Accessibility, Customer Relations Department
50 Hines Road, Suite 100, Ottawa, ON, K2K 2M5
Phone: (613) 831-3537
Email: Ottawa.CustomerCare@mattamycorp.com
Website: www.mattamyhomes.com/ContactUS/

Employee methods of providing and receiving feedback where accessible formats can be offered include:

- Intermittent Online Employee Survey
- Annual Performance Reviews
- Open Door Policy for general feedback

7. Providing Accessible/Alternative Formats and Communication Supports

a. Common Accessible / Alternative Formats

Accessible or alternative formats include a wide range of information formats and communication supports.

Common Accessible or Alternative Formats include:

- Accessible Adobe Acrobat PDF.
- Audio Format such as CD.
- Electronic Text
- HTML
- Large Print (16 point or larger)
- MS Word
- Accessible Website (Providing information on accessible websites)

Common modifications to documents to improve accessibility for persons with visual disabilities include:

- Changing font size and style
- Changing foreground and background colours
- Changing the spacing between characters, words and lines

Future changes in technology and the communication needs of persons with disabilities may result in changes to these procedures.

8. Requesting Accessible/ Alternative Formats

Mattamy Homes is committed to addressing requests for accessible formats of feedback processes in a timely manner that takes into account the person's accessibility needs due to disability.

a. Contact Department Managers

Persons requesting feedback processes in alternative formats will be directed to the managers of the department responsible for the feedback process they require, such as Customer Care, Human Resources, Health & Safety, Communications etc.

Department managers will discuss the request with the individual involved to determine a reasonable format for the material.

After the manager and the individual with the disability agree upon a reasonable format, department managers will complete the [AODA Customer Service Accommodation and Alternative/Accessible Format Request Form](#). Managers will then proceed to process the request in a timely manner.

b. Contact Area Offices

Individuals who require information in alternative formats can contact Mattamy Homes Area Offices for assistance. The individual will be connected with the applicable department manager who will discuss reasonable and suitable formats with them and complete the *AODA Customer Service Accommodation and Alternative/Accessible Format Request Form*. The Customer Relations Department will work with the applicable department to address the request.

Appropriate contact information is referenced under section 6 above.

9. Conversion Process Timeframe

Mattamy Homes respects the rights of all persons to access feedback processes and will respond to requests for alternative formats promptly. Converting existing feedback processes for individuals with disabilities will be given a high priority.

The timeframe for alternative format conversions will vary depending on the format chosen, the size and complexity of the document, the quality of source documents, and the number of documents to be converted.

10. Inform Persons with Disabilities of the Progress of their Request

Staff, contractors or agents who are responsible for providing the documents in alternative formats will keep the individual informed of the progress of their request.



11. Conversation Costs

In keeping with the principle of equality of opportunity for persons with disabilities, Mattamy Homes will absorb the costs associated with converting and distributing its materials to alternative formats for individuals with disabilities. Individuals with disabilities will not be charged a greater cost for alternative formats than the cost charged to others for information or communications in regular formats.

13. Privacy and Discretion Regarding Customer Information

The privacy of persons with disabilities will be respected. Personal information including information pertaining to the nature of an individual's disability will be kept confidential. Staff and others acting on behalf of Mattamy Homes will be informed on a need-to-know basis only.

Appendix

Alternative Format Resources

Accessible IT - Creates accessible documents specializing in Accessible PDFs.
<http://www.accessibilit.com>

Crawford Technologies - Creates accessible documents in Braille, Large Print, Audio CD, eText CD
<http://www.crawfordtech.com>

T Base - Creates accessible documents in Braille, Large Print, Accessible PDF, Audio, e Text, and Accessible Websites
<http://www.tbase.com>

Canadian Hearing Society - Sign Language Interpretation Services, CART (Real-time translation of speech to text for meetings, presentations etc.)
http://www.chs.ca/index.php?option=com_content&view=article&id=40&Itemid=54&lang=en