

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.01
Section:	Standard for Customer Service	Issued:	Jan.1, 2022
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1 POLICY

1.01 Landscape Management Network Inc. is committed to:

- (a) Excellence in serving all customers, including persons with disabilities;
- (b) Ensuring that its facilities, premises and environments are maintained free from discrimination and harassment;
- (c) Eliminating barriers faced by people with disabilities and is in accordance with the requirements of the Customer Service Standard; and
- (d) Providing accessible service for all its customers.

1.02 Landscape Management Network Inc. is committed, to the extent possible, to make reasonable efforts to ensure that:

- (a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from Landscape Management Network Inc.'s goods, services and facilities.
- (b) Goods, services and facilities are provided in a manner that respects the dignity and independence of persons with disabilities.
- (c) The goods, services and facilities provided to persons with disabilities are integrated with the provision to others, unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent.
- (d) All communications with a person with a disability are conducted in a manner that takes the person's disability into account.

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Landscape Management Network Inc. encourages open, two-way communication and expects persons with disabilities to communicate their need for accommodation or assistance if it is not readily apparent how that need can be met;

- (e) Persons with disabilities may use their own assistive devices, service animals and support persons as is necessary to access or use Landscape Management Network Inc.'s goods, services and facilities unless superseded by other legislation.
- (f) Persons with disabilities have barrier-free access to our goods, services or facilities. We maintain our accessibility features so they can be used as intended.
- (g) Persons with disabilities know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our goods and services.
- (h) Landscape Management Network Inc. welcomes and responds promptly to feedback we receive on the accessibility of our goods and services. We document the actions we take to respond to the feedback we receive, and that information is available on request in a format that meets the individual's communication needs.

1.03 Landscape Management Network Inc. will, during a pandemic, prevent the spread of a communicable disease, follow all required emergency and public health measures as well as health and safety protocols, without diminishing access and inclusion for Ontarians with disabilities.

2 PURPOSE

2.01 To establish programs and procedures for developing, implementing and enforcing accessibility standards (as expressed in the **Accessibility for Ontarians with Disabilities Act [AODA]**, customer service standard

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under O. Reg. 191/11, Integrated Accessibility Standards Regulation and under the Ontario **Human Rights Code**), in order to achieve accessibility for persons with disabilities with respect to the provision, access and use of Landscape Management Network Inc.'s goods, services and facilities.

3 SCOPE

3.01 This policy applies to all employees in all facilities of Landscape Management Network Inc. in Ontario.

4 RESPONSIBILITY

4.01 It is the employee's responsibility to:

- (a) Attend all customer service training and training on this policy provided by Landscape Management Network Inc..
- (b) Apply and follow this policy diligently every day.
- (c) Keep up to date with any updates and new customer service policies and procedures including training sessions.
- (d) Report any disruption, feedback or issues in service and access, as well as when providing goods and services to Supervisors, as appropriate.

4.02 Supervisors/managers or department heads are responsible for:

- (a) Understanding the programs, procedures and policies that are being implemented;
- (b) Ensuring accessibility procedures pertaining to their department

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are in place;

- (c) Implementing and communicating this policy to all employees and customers;
- (d) Ensuring that all employees follow the guidelines set out in this policy;
- (e) Ensuring all employees are trained under the customer service standards and the AODA, including this policy;
- (f) Undergoing training themselves and actively seeking information on the issues of effective customer service and accessibility, as well as keeping informed of changes to the law or policy;
- (g) Having signs and posters in their department, as may be required, that are easy for persons with disabilities to understand;
- (h) Ensuring the guidelines are applied and monitored for effectiveness;
- (i) Dealing positively with any feedback received regarding this policy or any guidelines or measures in place.

4.03 It is the responsibility of the employer or designated person to:

- (a) Ensure all relevant programs, policies and procedures are developed and implemented;
- (b) Ensure all policies are up-to-date and communicated to all employees;
- (c) Ensure policies are posted in a conspicuous place and available in an accessible format that meets the needs of persons with disabilities when requested;

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- (d) Make training available for all employees as soon as practicable;
- (e) In collaboration with supervisors, managers and department heads, ensure this policy and customer service accessibility procedures are effective; and if not, take corrective action, modify the policy, communicate changes to employees, re-train employees if necessary and continue to monitor the effectiveness of this policy and its procedures;
- (f) Ensure information on disruptions to goods and services is posted in the affected facility and location, as well as communicated when necessary;
- (g) Ensure a feedback process is in place to receive and respond to any comments, complaints or issues on this policy or accessibility measures.

5 DEFINITIONS

- 5.01 “**Accessible**” means capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.
- 5.02 “**Assistive devices**” are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).
- 5.03 “**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.
- 5.04 “**Communication supports**” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain

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language, sign language and other supports that facilitate effective communications.

- 5.05 “**Customers**” or people you refer to as clients, friends, associates, patients, wholesalers, buyers or patrons are people who receive goods or services from your organization.
- 5.06 “**Dignity**” means respecting and treating every person, including persons with a disability, as valued and deserving of effective and full service, just as any other customer.
- 5.07 “**Disability,**” as per the Ontario **Human Rights Code**, 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 foregoing, 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.
 - (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the **Workplace Safety and Insurance Act**.
- 5.08 “**Employees**” means every person who deals with members of the public

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or other third parties on behalf of Landscape Management Network Inc., whether the person does so as an employee (part- or full-time), agent, volunteer, consultant or otherwise.

- 5.09 **“Independence”** means freedom from control or influence of others and freedom to make your own choices.
- 5.10 **“Mobility aid”** means a device used to facilitate the transport of a person with a disability in a seated posture.
- 5.11 **“Mobility assistive device”** means a cane, walker or similar aid.
- 5.12 **“Persons with Disabilities”** are individuals who have a disability as defined under the Ontario **Human Rights Code** (and above).
- 5.13 **“Service animal”** means:
- (a) The animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators, such as a vest or harness worn by the animal.
 - (b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons related to the disability:
 - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - (ii) A member of the College of Chiropractors of Ontario.
 - (iii) A member of the College of Nurses of Ontario.
 - (iv) A member of the College of Occupational Therapists of Ontario.

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- (v) A member of the College of Optometrists of Ontario.
 - (vi) A member of the College of Physicians and Surgeons of Ontario.
 - (vii) A member of the College of Physiotherapists of Ontario.
 - (viii) A member of the College of Psychologists of Ontario.
 - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.
- (c) A “**guide dog**” is defined in section 1 of the **Blind Persons’ Rights Act**. A guide dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the Guide Dogs Regulations (R.R.O. 1990, Reg. 58).

5.14 “**Support person**,” in relation to a person with a disability, is another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or with access to goods, services or facilities.

5.15 “**Premises**” includes the buildings, land or grounds where goods or services are provided. You operate premises if you have control over it and are responsible for determining who is allowed to enter and exit the premises or areas of those premises. Providers who rent or lease their facilities have control over their premises and therefore are operating them.

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards, Ont. Reg. 191/11
Ontario Human Rights Code, R.S.O. 1990, c.H.19
Blind Persons' Rights Act
Guide Dogs Regulations (R.R.O. 1990, Reg. 58)

7 PROCEDURES

7.01 Communication

Landscape Management Network Inc. is committed to communicating with persons with disabilities in ways that take into consideration their disability and will ensure:

- (a) All employees know how to interact and communicate with customers with disabilities, guided by the principles of dignity, independence and equality.
- (b) Customers with disabilities are offered alternative formats of communication or communication support that will meet the needs of the customer as promptly as feasible, when requested.
- (c) Documents are provided to customers in an alternative format that will meet the needs of the customer as required and when requested.
- (d) If telephone communication is not suitable for a customer's needs, alternative forms of communication will be offered as required and when requested.

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7.02 **Assistive devices**

Landscape Management Network Inc. is committed to serving people with disabilities who use assistive devices to obtain, use, access or benefit from our goods, services and facilities by doing the following:

- (a) Landscape Management Network Inc. will ensure that the access, use and benefit of goods, services or facilities are not compromised for persons with disabilities who require assistive devices.
- (b) Landscape Management Network Inc. will allow persons with disabilities to obtain, use or benefit from goods or services through the use of their own assistive devices. Exceptions may occur in situations where Landscape Management Network Inc. has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, if a person with a disability is hindered from accessing goods or services or facilities, Landscape Management Network Inc. will accommodate the customer by providing an alternative, where possible.
- (c) It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.
- (d) Landscape Management Network Inc. will ensure that employees are trained as required to use assistive devices that are made available on our premises.

7.03 **Use of service animals**

Landscape Management Network Inc. is 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 by

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doing the following:

- (a) Landscape Management Network Inc. will ensure that the access, use and benefit of goods or services or facilities are not compromised for persons with disabilities who are accompanied by a service animal, guide dog or support person.
- (b) Service animals, including guide dogs are permitted entry on all Landscape Management Network Inc.'s premises that would normally be accessible to the public. The only exceptions are as follows:
 - (i) Service animals are not permitted where food preparation is being undertaken or, as otherwise disallowed by law. In the rare case where a service animal is to be denied access to goods, services or a facility, other accommodations may be afforded, such as alternate format, e.g., teleconference, where technology permits; delivery of goods or service at an alternate time or location; other assistive measures available to deliver goods or service to ensure equality of outcome.
 - (ii) Service animals are not permitted where a severe allergy to, or fear of, an animal is known by Landscape Management Network Inc.. In the rare case where a service animal is to be denied access to goods, services or a facility, other accommodations may be afforded, such as an alternate format, e.g., teleconference, where technology permits; delivery of goods or service at an alternate time or location; other assistive measures available to deliver goods or service to ensure equality of outcome.
 - (iii) Where the service animal or guide dog behaves badly and cannot be controlled. In the rare case where a service animal is to be denied access to goods, services or a facility, other accommodations may be afforded, such as an

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alternate format, e.g., teleconference, where technology permits; delivery of goods or service at an alternate time or location; other assistive measures available to deliver goods or service to ensure equality of outcome.

- (c) Employees should avoid touching or addressing service animals or making eye contact with service animals. These animals are working and have to pay attention to their owner at all times.
- (d) The customer is responsible for the care and supervision of the service animal.

7.04 **Support person**

Landscape Management Network Inc. is committed to welcoming customers with disabilities who are accompanied by a support person by doing the following:

- (a) Allowing any person with a disability who is accompanied by a support person to enter Landscape Management Network Inc.'s premises with his or her support person.
- (b) 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 Landscape Management Network Inc.'s premises.
- (c) Landscape Management Network Inc. holds conferences, events and workshops sponsored by Landscape Management Network Inc. or by third parties that are outside of daily activities. For such events, support persons will be permitted entry to all Landscape Management Network Inc. facilities and meeting rooms that are open to the public, except when there are fees applied against participants by a third party and the support person was not pre-

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registered and/or no vacancy exists.

- (d) If admission to an event is permitted and fees are payable to a third party, the support person is permitted to attend the event at his or her own cost. Cost for services (e.g., food, lodging, etc.) will be the responsibility of the support person.
- (e) If admission to an event is permitted and fees are payable to Landscape Management Network Inc., the support person is permitted to attend at no cost for admission. Cost for other services (e.g., food, lodging, etc.) will be the responsibility of the support person.
- (f) If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, Landscape Management Network Inc. will require the accompaniment of a support person on the premises. The customer will determine whether a support person is necessary, however, where an employee believes a support person should be in attendance to protect the health and safety of the customer or others, the following criteria will be used in consulting with the customer:
 - (i) There is a significant risk to the health and safety of the person with a disability, or to others.
 - (ii) The risk cannot be eliminated or reduced by other means.
 - (iii) The assessment of the risk is based on consideration of the duration of the risk; the nature and the severity of the potential harm; the likelihood that the potential harm will occur; and the imminence of the potential harm.
 - (iv) The assessment of the risk is based on the individual's actual characteristics, not merely on generalizations,

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misperceptions and ignorance or fears about a disability.

- (g) Customers are required to provide their own support person(s). Customers are expected to inform Landscape Management Network Inc. in advance, where possible, that they will be using the premises with a support person.

7.05 **Notice of temporary disruption to facilities goods or services**

In the event that a planned or unexpected service disruption occurs that would limit a person with a disability from gaining access to Landscape Management Network Inc.'s facilities, goods or services, Landscape Management Network Inc. will provide appropriate notice to make the disruption known to staff, employees, customers and visitors in the following ways:

- (a) Where possible, the person(s) with a disability will be directly informed of the disruption.
- (b) Building Manager will post a notice of the service disruption on the premises where the service disruption occurs.
- (c) Messages will be posted on the Landscape Management Network Inc.'s website at golmn.com, as required.
- (d) Notices of service disruption will be announced over Landscape Management Network Inc.'s voicemail and email systems, as required.
- (e) Persons with disabilities will be notified directly if the person has made prior arrangements with Landscape Management Network Inc. to be notified directly by telephone, email or another alternative format.

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7.06 **Staff training on accessible customer service**

Landscape Management Network Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of customer service policies as follows:

- (a) Accessible customer service training will be provided as soon as practicable after the employee commences its duties.
- (b) Training will include the following:
 - (i) understanding the AODA, the customer service standard and this policy and the Ontario Human Rights Code in relation to the AODA;
 - (ii) how to interact and communicate with persons with various types of disabilities;
 - (iii) how to interact with persons with disabilities who use an assistive device, require the assistance of a guide dog or other service animal or the assistance of a support person;
 - (iv) how to use equipment or devices available on the provider's premises, or otherwise provided by the provider, that may help with the provision of goods, services or facilities to a person with a disability; and
 - (v) what to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.
- (c) Landscape Management Network Inc. will provide training on an

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ongoing basis in respect to any changes to the policy and to the law, when applicable.

- (d) Landscape Management Network Inc. will keep a record of all training provided. The training records to be maintained include the date on which the training was provided, the type of training and the participants who attended. Upon request, a copy of the training records will be provided.

7.07 **Feedback process**

Landscape Management Network Inc.'s goal is to meet the needs of its customers while paying attention to the unique requirements of its customers with disabilities. Feedback regarding the manner in which Landscape Management Network Inc. provides the goods and services and access to facilities to people with disabilities can be provided electronically using the customer feedback and response forms (see attachments). Feedback can also be provided in person, by telephone, through email or by other means as requested and appropriate.

Feedback in person, by telephone or through email should be directed to:

Address:
 Janna Bradley, Chief Operating Officer
 180 Enterprise Blvd.
 2nd Floor, Unit 204
 Markham, ON
 L6G 0E6

Telephone: (888) 347-9864
 Email: Janna@golmn.com

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When requesting an alternative format to provide feedback, contact:

Address:
 Janna Bradley, Chief Operating Officer
 180 Enterprise Blvd.
 2nd Floor, Unit 204
 Markham, ON
 L6G 0E6

Telephone: (888) 347-9864
 Email: Janna@golmn.com

Landscape Management Network Inc. will acknowledge receipt of all feedback received and provide a response within 48 hours.

7.08 **Modifications to this and other customer service policies**

Landscape Management Network Inc. is 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.

- (a) Any policy of Landscape Management Network Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
- (b) Landscape Management Network Inc. will review the effectiveness of the policy annually (this is not a legal requirement, but we suggest including this as a best practice).
- (c) The multi-year accessibility plan must be reviewed and updated at a minimum of once every five years. (This is only required for large organizations with 50+ employees.)

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- (d) Policies governing how the organization is committed to providing accessible customer service will be reviewed at least annually or when there are changes in the law or procedures, or when an incident or breach occurs.

7.09 **Questions about this policy**

- (a) This policy exists to achieve service excellence for customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by/or referred to Chief Operation Officer of Landscape Management Network Inc..
- (b) A copy of this policy is available upon request by contacting Chief Operation Officer. In addition, a copy of this policy is available on the Landscape Management Network Inc.'s website at golmn.com
- (c) After consulting the person who made the request, the policy document will be provided in a timely manner and in a format that takes into account the person's disability.
- (d) In determining a suitable format that takes the individual's disability into account, Landscape Management Network Inc. will work with the individual to determine options for providing the document(s) or the information contained in the document(s) in a format, or with communication support, that is reasonable and takes the person's disability into account, and at a price that is no more than regularly charged to any other person.