

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 4.03</b>
Section:	Standard for Information and Communications	Issued:	Jan. 1, 2022
Subject:	<b>Feedback process</b>	Effective:	Jan. 1, 2022
Issue to:	All Manual Holders	Page:	1 of 7
		Replaces:	
Issued by:	Operations	Dated:	Jan. 1, 2022

## **1 POLICY**

- 1.01 Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (the Integrated Regulation) establishes accessibility standards for information and communications, including having accessible feedback processes.
- 1.02 Landscape Management Network Inc. 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.
- 1.03 Landscape Management Network Inc. will ensure that its current feedback processes are accessible to persons with disabilities by providing accessible formats and communications supports upon request. When an accessible format is requested, Landscape Management Network Inc. will consult with the person making the request to determine what format is suitable. The feedback process has been made available on Landscape Management Network Inc.'s website and internal office bulletin board.
- 1.04 Landscape Management Network Inc. will strive to make reasonable efforts to provide accessible information and communications to persons with disabilities, however exceptions 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;
  - Landscape Management Network Inc. does not control the information directly or indirectly through a contractual relationship;
  - If Landscape Management Network Inc. determines that information or communications cannot be converted into an alternative format or

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Section:	Standard for Information and Communications	Issued:	Jan. 1, 2022
Subject:	<b>Feedback process</b>	Effective:	Jan. 1, 2022
Issue to:	All Manual Holders	Page:	2 of 7
		Replaces:	
Issued by:	Operations	Dated:	Jan. 1, 2022

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.

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure that Landscape Management Network Inc. maintains accessible feedback processes.

## **3 SCOPE**

- 3.01 This Statement of Policy and Procedure applies 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 RESPONSIBILITY**

- 4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor and department head is responsible for ensuring all employees are trained under the accessibility regulations and standards under the AODA, the **Human Rights Code** and this policy.

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Section:	Standard for Information and Communications	Issued:	Jan. 1, 2022
Subject:	<b>Feedback process</b>	Effective:	Jan. 1, 2022
Issue to:	All Manual Holders	Page:	3 of 7
		Replaces:	
Issued by:	Operations	Dated:	Jan. 1, 2022

4.03 All employees, volunteers, contractors and subcontractors, any other person acting on behalf of Landscape Management Network Inc. and persons involved in the creation of Landscape Management Network Inc.'s policies are responsible for adhering to and following the commitments set out in this policy.

## **5 DEFINITIONS**

5.01 “**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.

5.02 “**Accessible information and communications**” means considering accessibility and all ability levels when planning information and communications and giving people adequate time to process and reply to information provided.

5.03 “**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.

5.04 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.

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

5.06 “**Communications**” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

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Section:	Standard for Information and Communications	Issued:	Jan. 1, 2022
Subject:	<b>Feedback process</b>	Effective:	Jan. 1, 2022
Issue to:	All Manual Holders	Page:	4 of 7
		Replaces:	
Issued by:	Operations	Dated:	Jan. 1, 2022

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

5.08 “**Reasonable efforts**” means taking approaches that meet the required needs of the individual.

## **6 PROCEDURES**

6.01 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.

6.02 An accessible feedback process permits feedback to be given through multiple methods. Landscape Management Network Inc. 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 Landscape Management Network Inc. via the methods provided below:

- In person at: Head Office - 180 Enterprise Blvd. 2nd Floor, Unit 204, Markham, ON, L6G 0E6
- Mail: Head Office - 180 Enterprise Blvd. 2nd Floor, Unit 204, Markham, ON, L6G 0E6
- Phone: (888) 347-9864
- Email: [hello@golmn.com](mailto:hello@golmn.com)

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

<b>STATEMENT of POLICY and PROCEDURE</b>			
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Section:	Standard for Information and Communications	Issued:	Jan. 1, 2022
Subject:	<b>Feedback process</b>	Effective:	Jan. 1, 2022
Issue to:	All Manual Holders	Page:	5 of 7
		Replaces:	
Issued by:	Operations	Dated:	Jan. 1, 2022

- Intermittent online employee survey
- Annual performance reviews
- Open door policy for general feedback

6.03 Landscape Management Network Inc. 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.

6.04 Landscape Management Network Inc. will respond to the feedback using the same format in which it was received.

6.05 Landscape Management Network Inc. will not impose any additional charge for information provided in accessible formats in excess of the regular cost charged to other persons.

6.06 **Providing accessible/alternative formats and communication supports**

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

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Subject:	<b>Feedback process</b>	Effective:	Jan. 1, 2022
Issue to:	All Manual Holders	Page:	6 of 7
		Replaces:	
Issued by:	Operations	Dated:	Jan. 1, 2022

- 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

- 6.07 Employees receiving the request will discuss the request with the individual involved to determine a reasonable format for the material.
- 6.08 Landscape Management Network Inc. will levy an additional cost for the provision of communication supports needed to access information in accessible formats. The price list for these costs is attached and will be posted on the company website at TBD.
- 6.09 Employees must record and retain all feedback received and note when it was submitted, how it was submitted, who received the feedback, what was requested, when and how it was dealt with, by whom and when, and if the feedback was dealt with to the satisfaction of the customer.
- 6.10 Landscape Management Network Inc. 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.
- 6.11 This policy has been developed to ensure Landscape Management Network Inc.'s feedback process is accessible for clients with disabilities

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Subject:	<b>Feedback process</b>	Effective:	Jan. 1, 2022
Issue to:	All Manual Holders	Page:	7 of 7
		Replaces:	
Issued by:	Operations	Dated:	Jan. 1, 2022

and can be provided or arranged for the provision of accessible formats and communications supports upon request. If any member of the public has a question about this policy, or if the purpose of the policy is not understood, an explanation will be provided by contacting Janna Bradley, Chief Operation Officer.

- 6.12 This policy will be available on the organization's corporate website and at the reception area.
- 6.13 This policy is available in an alternative format and with communication support, if required, upon request.
- 6.14 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 Landscape Management Network Inc. will be informed on a need-to-know basis only.