



ACCESS PROPERTY DEVELOPMENT

ACCESS GROUP OF COMPANIES

Accessibility Policy

November 2023

V.01



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Approvals and Amendments

Policy Approval

Version	Approval name	Designation	Approval date and Signature
V.01	Hind Barnieh	Director of Health and Safety	<i>Hind Barnieh</i> 7 Nov 23

Record of Amendments

Amendment type (administrative, regulatory, etc.)	Section affected	Amended by & designation	Approved by & designation	Date amendment in effect (dd/mm/yyyy)

Policy Overview and Statement

Access Property Development Inc. (APD) is committed to ensuring equal access and participation for people with disabilities. APD is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. APD believes in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. APD will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

APD is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

APD understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

APD is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

APD shall review and revise our accessibility policy on a quinquennially basis. Furthermore, our policy is readily accessible on our official website.

Definition of Terms

- **Accessibility for Ontarians with Disabilities Act (AODA):** The AODA is a legislation in Ontario that has been active since 2005, which aims to remove barriers for individuals with disabilities by creating accessible and inclusive environments.
- **Accessibility:** The design of products, services or environments for individuals with disabilities.
- **Disability:** A physical or mental condition that limits an individual's movements, senses, or activities.
- **Barrier:** Barriers for individuals with disabilities are circumstances or obstacles, including but not limited to policy, programmatic, social factors, transportation challenges and more that can isolate them from society.
- **Accommodation:** Accommodation involves making adjustments for individuals with disabilities to eliminate and promote equal participation.
- **Assistive Device:** Specialized tools, equipment, or technology that enable individuals with disabilities to maintain and perform everyday tasks. This may include wheelchairs, walkers, canes, hearing aids, and other devices to engage and communicate.



Scope

The Accessibility Policy applies to all employees of Access Property Development.

Policy Responsibility

It is the responsibility of the **HR Department** and **Health and Safety** to implement, monitor, and revise this policy.

It is the responsibility of **each employee** to:

- Read, familiarize, acknowledge, and adhere to this policy
- Follow expectations outlined in the policy

It is the responsibility of **each manager** to:

- Monitor and report any barriers in accessibility
- Seek advice from the department director, HR Department and/or Health and Safety when needed

Policy and Procedure

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) All persons who participate in developing the organization's policies; and
- b) All other persons in managerial positions, who provide services on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

We train every person required to take the training as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our offices.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our home office.

Service Animals

APD welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When APD cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, APD will do the following to ensure people with disabilities can access our offices:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

Individuals with disabilities are welcome to be accompanied by a support person on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to our services or home office location, APD will notify visitors via clearly posted notice promptly. This includes information about the reason for the disruption, its anticipated length of time, and a description of alternative facility or services, if available.

Feedback Process

APD welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

APD ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

APD will provide these documents in an accessible format or with communication support, on request. APD will consult with the person making the request to determine the suitability of the format or communication support. APD will provide the accessible format in a timely manner.

Employment

APD will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. APD will notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. APD will consult with the applicants and provide or arrange for suitable accommodation.

APD will notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

APD will notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. APD will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

APD will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. APD will consult with the employee making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, APD will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

APD will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

APD will review the individualized workplace emergency response information when:

- a) the employee moves to a different location in the organization;
- b) the employee's overall accommodations needs or plans are reviewed; and
- c) the employer reviews its general emergency response policies.

APD has a written process to develop individual accommodation plans for employees.

APD has a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development, and redeployment processes take into account the accessibility needs of all employees.

Design of Office Space

APD will meet accessibility laws when taking a building as the home office of its operations. Our space includes:

- Accessible off-street parking
- Accessible on-street parking
- Elevator in the building