

Ontario only

Canderel's Multi-Year Accessibility Plan

May 2021

Version 1

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards – Multi-Year Accessibility Plan

The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that Canderel establish, implement, maintain and document its accessibility policies and the multi-year accessibility plan, which outlines Canderel’s strategy for preventing and removing barriers for persons with disabilities and to meet our requirements under the IASR and the AODA.

Canderel’s **Multi-Year Accessibility Plan** is **publicly available, including in an accessible format upon request. The Multi-Year Accessibility Plan will be reviewed and updated, if applicable, at least once every five years.**

In accordance with its customer service standard requirements under the IASR, Canderel is committed to providing exceptional customer service to all of its customers and clients. For more information, please refer to Canderel’s *Accessible Customer Service Policy*. For information regarding Canderel’s policy regarding the requirements of the Integrated Accessibility Standards under the IASR, please refer to Canderel’s *Integrated Accessibility Standards Policy*.

Requirements	Action	Status	Responsible
<p>Accessibility Policy</p> <p>Develop, implement and maintain policies governing how Canderel achieves or will achieve accessibility to meet the requirements of the Integrated Accessibility Standards Regulation (“IASR”). Make the policies publicly available.</p> <p>Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.</p> <p>Provide the policies in an accessible format upon request.</p>	<p>The policies have been completed and are posted on Canderel’s website.</p> <p>The statement has been posted – embedded in Canderel’s policies.</p>	Complete	HR
<p>Multi-Year Accessibility Plan</p> <p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the IASR.</p> <p>Post the accessibility plan on the website and provide the plan in an accessible format upon</p>	<p>The Plan has been created and is posted on Canderel’s website.</p>	Complete Last review May 2021	HR

<p>request. Review and update the accessibility plan at least once every five years.</p>			
<p>Training</p> <p>Provide training to all existing employees, volunteers and all persons who participate in the development of Canderel's policies, and all other persons who provide goods, services or facilities on behalf of Canderel.</p> <p>Training must include: the requirements of the accessibility standards outlined in the IASR; the Human Rights Code as it pertains to persons with disabilities; the AODA Policies as required by the IASR. Training will be provided as soon as practicable.</p> <p>Keep a record of the training provided, including the dates on which the training is provided and individuals' names.</p>	<p>Canderel engaged HRDownloads, which is an external online platform to provide training programs and sessions on AODA, IASR, <i>Human Rights Code</i>, and other essential Health & Safety training.</p> <p>Training sessions are mandatory for all new employees as well as contractors.</p> <p>Training refreshers are provided whenever there is a change in policies and regulations.</p> <p>HRDownloads produce regular reports on training attended.</p>	<p>Complete</p>	<p>HR</p>
<p>Emergency Plans, Procedures or Public Safety Information</p> <p>Provide any emergency plans, procedures or public safety information made available to the public in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.</p>	<p>Provide related information in Accessible Format as soon as practically possible, upon request.</p>	<p>Ongoing</p>	<p>HR</p>
<p>Feedback</p> <p>Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.</p> <p>Notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures.</p>	<p>Monitor and review the processes to ensure individual needs and accommodations are met.</p> <p>Included in Standards and posted on Canderel's website</p>	<p>Ongoing</p>	<p>HR and Marketing</p>
<p>Accessible Formats and Communication Supports</p> <p>Provide or arrange upon request for the provision of Accessible Formats and</p>	<p>Continually review the current process and policies.</p>	<p>Ongoing</p>	<p>HR and Marketing</p>

<p>Communication Supports in order to make communications or information accessible to persons with disabilities.</p> <p>Provide Accessible Formats and Communication Supports in a timely manner at a cost that is no more than the regular cost charged to other persons and in a manner that takes account the person's accessibility needs due to disability.</p> <p>Consult with the person making the request when determining the suitability of an Accessible Format or Communication</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>			
<p>Accessible Websites and Web Content</p> <p>By January 1, 2021 ensure that, where practicable, any Canderel controlled website or content on that site(s) published after January 1, 2012, conforms with WCAG 2.0 Level AA to the extent required by the IASR.</p>	<p>Review the current content of the website developers to determine what actions need to be taken to comply with regulations (if any).</p> <p>Compliance by Jan 1, 2021</p>	<p>In progress</p>	<p>HR, IT and Marketing</p>
<p>Recruitment, Assessment and Selection</p> <p>Notify the public and employees about the availability of accommodation for applicants with disabilities in recruitment processes.</p> <p>Notify job applicants, when they are individually selected to participate in selection process that accommodations are available upon request.</p> <p>If a selected applicant requests an accommodation, Canderel will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p> <p>When making offers of employment, notify successful applicants of Canderel's policies for accommodating employees with disabilities.</p>	<p>Add statement on job postings and website to make internal and external applicants aware of the availability of accommodation</p> <p>Statement included in job postings.</p> <p>Educate employees involved in hiring process on AODA, <i>Human Rights</i> and accommodation process during recruitment, assessment and selection.</p>	<p>Complete & Ongoing</p>	<p>HR</p>

<p>Informing employees of supports</p> <p>Inform employees of policies used to support employees with disabilities.</p> <p>Policies need to be provided to new employees as soon as practicable after commencing employment.</p> <p>Provide employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities.</p>	<p>Policy is communicated and available to employees (posted on internal public drive).</p> <p>New employees are provided training as part of their onboarding. New hires review the Integrated Accessibility Standards Policy (as part of the handbook and provided during the onboarding)</p>	Complete	HR
<p>Accessible Formats and Communication Supports for employees</p> <p>Upon request of an employee with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports for information required by the employee to perform his/her job and information that is generally available to employees in the workplace.</p> <p>Consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support.</p>	<p>Educate employees on availability of accessible formats and communication support for employees.</p>	Ongoing	HR
<p>Workplace emergency response information</p> <p>Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Canderel is aware of the need for accommodation due to the employee's disability.</p> <p>Provide this information as soon as practicable after becoming aware of the need for accommodation. With the consent of the employee, provide the workplace emergency response information to the person designated by Canderel to provide assistance to the employee if the employee needs assistance by reason of disability.</p> <p>Review individualized workplace emergency response information when the employee moves to a different location in the organization,</p>	<p>Establish a process to provide individualized workplace emergency response information to employees who have a disability when requested.</p> <p>Provide this information as part of the IAS Policy (included in Handbook and provided during the onboarding – and accessible on internal public drive)</p>	Ongoing	HR

when the employee's overall accommodation needs or plans are reviewed and when the company reviews its general emergency response policies.			
<p>Documented individual accommodation plans</p> <p>Have a process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Create a Policy that covers Individual Accommodation and Return to Work Policy incorporating AODA elements needed</p> <p>Educate employees and managers</p>	Complete	HR
<p>Return to Work Process</p> <p>Have in place a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work</p> <p>The return to work process must outline the steps Canderel will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process</p>	<p>Create an Individual Accommodation and Return to Work Policy incorporating the AODA elements needed</p> <p>Educate Managers on the Individual Accommodation and Return to Work Policy and Procedures</p>	Complete	HR
<p>Performance management</p> <p>Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<p>Ensure accessibility needs and individual accommodation plans are taken into account during the performance management process</p> <p>Ensure any new or updated performance management processes incorporate accessibility features.</p>	In progress	HR
<p>Career development and advancement</p> <p>Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities.</p>	<p>Ensure accessibility needs and individual accommodation plans are taken into account when providing career development and advancement.</p>	In progress	HR
<p>Redeployment</p> <p>Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<p>Ensure accessibility needs and individual accommodation plans are taken into account during redeployment.</p>	In progress	HR

Requirements	Action	Status	Responsible
<p>Recreational Trails and Beach Access Routes</p> <p>Ensure that recreational trails and beach access routes which Canderel newly constructs or redevelops and intends to maintain meet the technical accessibility requirements of the Design of Public Spaces Standards under the IASR</p>	<p>Engage Architects, Landscape Architects, Civil Engineers and/or Code Consultant to ensure that recreational trails and beach access routes which Canderel newly constructs or redevelops and intends to maintain meet the technical accessibility requirements of the Design of Public Spaces Standards under the IASR</p>	<p>In progress</p>	<p>Development, Project Management & Development Services</p>
<p>Outdoor Public Use Eating Areas</p> <p>Ensure that outdoor public use eating areas which Canderel newly constructs or redevelops and intends to maintain meet the technical accessibility requirements of the Design of Public Spaces Standards under the IASR</p>	<p>Engage Architects, Landscape Architects, Civil Engineers and/or Code Consultant to ensure that Outdoor Public Use Eating Areas which Canderel newly constructs or redevelops and intends to maintain meet the technical accessibility requirements of the Design of Public Spaces Standards under the IASR</p>	<p>In progress</p>	<p>Development, Project Management & Development Services</p>
<p>Outdoor Play Spaces</p> <p>Ensure that outdoor play spaces which Canderel newly constructs or redevelops and intends to maintain meet the technical accessibility requirements of the Design of Public Spaces Standards under the IASR</p>	<p>Engage Architects, Landscape Architects, Civil Engineers and/or Code Consultant to ensure that Outdoor Play Spaces which Canderel newly constructs or redevelops and intends to maintain meet the technical accessibility requirements of the Design of Public Spaces Standards under the IASR</p>	<p>In progress</p>	<p>Development, Project Management & Development Services</p>
<p>Exterior Paths of Travel</p> <p>Ensure that any exterior paths of travel, such as outdoor sidewalks and walkways, ramps, stairs and curb ramps that Canderel constructs or redevelops and intends to maintain meet the technical requirements of the Design of Public Spaces Standards under the IASR</p>	<p>Engage Architects, Landscape Architects, Civil Engineers and/or Code Consultant to ensure that Exterior Paths of Travel which Canderel newly constructs or redevelops and intends to maintain meet the technical accessibility requirements of the Design of Public Spaces Standards under the IASR</p>	<p>In progress</p>	<p>Development, Project Management & Development Services</p>
<p>Off and On Street Parking</p> <p>Ensure that when Canderel constructs new or redevelops offstreet parking facilities that it intends to maintain, the off and on street parking facilities meet the requirements of the Design of Public Spaces Standards under the IASR</p>	<p>Engage Architects, Landscape Architects, Civil Engineers and/or Code Consultant/Transportation/Traffic consultant to ensure that Off and On Street Parking which Canderel newly constructs or redevelops and intends to maintain meet the requirements of the Design of Public Spaces Standards under the IASR.</p>	<p>In progress</p>	<p>Development, Project Management & Development Services</p>

<p>Maintenance</p> <p>Ensure accessibility plans include:</p> <ul style="list-style-type: none"> • Procedures for preventative and emergency maintenance of the accessible elements in public spaces. • Procedures for dealing with temporary disruptions when accessible elements required are not in working order. 	<p>Canderel is responsible for being aware of all the accessible elements at the properties they manage, to make the property owners aware of any preventative or scheduled maintenance, and upon approval of the owner, engage in such maintenance. The Property Managers shall create an appropriate response to manage emergency repairs for accessible elements to be presented to the owners for approval.</p> <p>Canderel will put procedures in place to prevent service disruption to its accessible parts of public spaces. In the event of a service disruption, Canderel will notify the public of the service disruption and alternatives available.</p>	<p>In progress</p>	<p>Property Management</p>
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