



## BlueStone Properties Inc. Accessibility Policy and Program

BlueStone Properties Inc. endeavours to ensure that its policies, practices and procedures for the provision of programs, goods and services are consistent with the principles outlined in the Ontario Accessibility Standards for Customer Service and the Integrated Accessibility Standards, specifically:

- Reflects the principles of dignity and independence of persons with disabilities
- Provisions of services to persons with disabilities and others will be integrated unless an alternative measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain, use and benefit for our programs, goods and services
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use or benefit from our programs, goods and services

### Definitions:

**Accommodate:** To modify the delivery of services, programs and goods to make them accessible to persons with disabilities.

**Disability:** Defined under the Ontario Human Rights Act and the Accessibility for Ontarians with Disabilities Act (2005) whether present, past or perceived as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and includes (diabetes, epilepsy, brain injury, paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or a physical reliance on assistive devices, service animals, alternate communications and/or support persons
- 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 the spoken language
- d) An injury or disability (temporary or permanent) for which benefits were claimed or received under the insurance plan established under the Workers Safety and Insurance Act (1997) or its equivalent

**Assistive Devices:** Include, but not limited to, wheelchairs, walkers, canes, crutches, scooters, Braille display boards, assistive listening devices, FM loop systems.



## **Use of Assistive Devices**

BlueStone will permit individuals to use their assistive devices to obtain, use or benefit from its program, goods and services.

## **Information and Communication**

When communicating with a person with a disability, BlueStone employees will communicate in a manner that takes into account the person's disability. Where a disability is apparent, all employees have been instructed to first ask "How can I help?" to ensure all communications address the individuals' needs and how to best accommodate all individuals so they have access to the same information and that all employees with disabilities have access to the information required to perform their jobs.

## **Service Animals**

BlueStone recognizes that some individuals with disabilities may require the use of dogs or other service animals in order to access services. Persons with disabilities that are accompanied by a guide dog or other service animal will be permitted to enter the premises and to keep the animal with them, unless the animal is otherwise excluded by law from the premises or a specific worksite.

## **Support Persons**

In recognition that some individuals with disabilities rely on support persons for assistance while accessing services, a person with a disability who is accompanied by a support person will be allowed to enter the premises together with the support person, and will not be prevented from having access to the support person while on premises.

Given the nature of the services provided, support persons will not be provided open access to our properties; the client will be required to verify their identity to the tenant who will provide them with building access each time they are on property. When accompanying or assisting individuals with disabilities, depending on the data they will be accessing, support persons may be required to sign a confidentiality agreement.

## **Disruption of Service**

In the event of a planned or unexpected disruption to BlueStone Properties' facilities and/or services that are usually used by persons with disabilities, BlueStone will provide notice of the disruption to the public via a posted notice on public entries, elevators and/or include a notification message on their telephone greeting if appropriate.



BlueStone may also deliver individual notices to tenants or post the disruption on the corporate website. The notice will include reason for disruption, its anticipated duration, any alternate access to service that may be available and who to contact for assistance during a disruption.

### **Supporting Employment**

BlueStone will inform new and existing employees as part of their orientation of the Organization's commitment to providing job accommodations to the point of undue hardship in a way that takes into account each employee's accessibility needs.

### **Recruitment and Selection**

All job postings, both internal and external, will include the following statement, "Accommodations for job applicants with disabilities are available upon request." During the interview phase of recruitment, all applicants contacted for an interview will be asked if they require any accommodations during the interview. Offer letters include a statement advising all potential employees that the Employee Manual includes information on how employees with disabilities will be accommodated when administering all human resources' policies and programs.

### **Ongoing Performance Management**

BlueStone will work with employees with a disability to find an appropriate solution to meet their accommodation needs during their employment.

When required, annual performance reviews and other performance related communications will be delivered in a way that best meets the employee's needs, such as creating written communication in large text, reading the information allowed, converting documents to a plain text format or converting written documents to an audio format.

### **Individual Accommodation Plans**

Employees will be asked to work with their direct supervisor to develop their accommodation plan. If and when it is required, BlueStone will seek out and accept information from external medical and paramedical practitioners specializing in workplace accommodation to assist with the plan. The plan will be reviewed annually as part of the employee's annual performance review process.

In accordance with BlueStone's Privacy Policy, any personal information provided by the employee will be used only for the purpose it was requested. BlueStone will not share



the information with a 3<sup>rd</sup> Party or use the information for a different purpose without express written consent from the employee.

### **Staff Training**

BlueStone Properties Inc. will provide online training to its staff, existing staff and to all new hires as part of the orientation process about the provision of services to persons with disabilities. The training will include a review of this policy, the purposes of the Accessibility for Ontarians with Disabilities Act (2005), as well as the requirements under the Accessible Standards for Customer Service, the Integrated Accessible Standards and the Ontario Human Rights code as it pertains to disability.

The training will include:

- How to interact and communicate with persons with various types of disabilities as noted in this policy
- How to interact with persons with disabilities who use assistive devices, require a guide dog or service animal or the assistance of a support person
- How to use any equipment or devices available at its facilities or provided by the organization that may help with the provisioning of programs, goods and services to persons with disabilities
- What to do if a person with a disability is having difficulty accessing BlueStone's services.

Specific additional training will be provided to applicable persons providing or assisting with:

- The procurement of accessible goods, services and facilities
- Accessible emergency response plans and individualized emergency evacuation plans for employees with disabilities
- Work accommodation and return to work accommodation plans for persons with disabilities
- The delivery of barrier free recruitment and performance management programs
- Website accessibility
- The requirements for accessible public spaces (eating areas, paths of travel and off road parking)

In addition, employee newsletters will provide updates and tips on how to best address the needs of individuals with disabilities.



All staff, volunteers, students and 3<sup>rd</sup> party providers have completed their training on the Customer Service Standards January 1, 2014 and on the Integrated Accessibility standards by March 31, 2016. On an ongoing basis, continued training will be provided when changes are made to policies, practices, procedures and/or legislative requirements. New staff, volunteers, students, and 3<sup>rd</sup> party providers will be trained upon commencement of employment as part of their orientation process.

BlueStone will keep a record of the training that will include the number of people trained, the date of training and copies of all AODA competency testing completed.

### **Comments and Complaints**

Comments and complaints regarding BlueStone's Accessibility policies, programs and provision of services to persons with disabilities can be made to:

By Mail: BlueStone Properties Inc.

#105-130 Dufferin Ave

London ON N6A 5R2

By Phone: 519-433-0391

By Fax: 519-433-8760

By Email: [info@bluestoneprop.com](mailto:info@bluestoneprop.com)

Or by downloading and submitting a comment form:

<http://www.bluestoneproperties.com/>

Comments and feedback will be received and addressed by BlueStone Properties Inc. within 15 working days.

### **Copies of this Policy**

BlueStone Properties Inc. recognizes that persons with disabilities use methods other than standard print to access information. If requested BlueStone will provide a copy of this policy, the feedback form and/or the information related to this policy to a person with a disability in a format that takes into account the person's disability or as agreed upon by the person with a disability.