

## ACCESSIBILITY PLAN AND POLICIES PARK PROPERTY MANAGEMENT INC.

This 2014-21 accessibility plan outlines the policies and actions that Park Property Management Inc. (“Park”) will put in place to improve opportunities for people with disabilities.

### ***Statement of Commitment***

Park is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005). We are committed to ensuring our organization’s compliance with accessibility legislation by incorporating policies, procedures, equipment requirements and training for employees. Our accommodation processes for people with disabilities will be done in a collaborative and timely manner. We will review these policies and practices on a regular basis.

### ***Accessible Emergency Information***

Park is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### ***Training***

Park will provide training on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees.

Park will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015:

- An in-house online course has been developed and is based on the Ontario Human Rights Commission’s e-learning video, “Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act”.
- All new and existing employees will take this course before January 1, 2015. After that date, all new employees will be required to complete the training within one week of their start date.

## ***Information and Communications***

Park is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Park has ensured that all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

Park will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- In regards to a person who is vision-impaired being able to consume all of the information on Park's website, we will take steps to install or become compatible with a screen reader for all outputs on the site so that all of the text can be read to the visitor.

Park will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Park will work with aiding vision-impaired visitors with the functionality on the website; for example, submitting a rental enquiry, resume or maintenance request.

Park will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- Our website will be compatible with software for those who are vision impaired, as noted above. We will also work to have the ability for people to use speak-to-text software in order to submit on-line requests, applications, etc. in case vision or other physical disabilities prevent them from being able to do so.

## *Employment*

Park is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Park will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- We will notify candidates about the availability for accommodation during recruitment.
- We will, during the recruitment process, notify job applicants selected to participate in an assessment process that accommodations are available upon request in relation to materials or processes to be used.
- We will notify successful candidates of the policies for accommodation of employees with disabilities and, if appropriate, make any adjustments that need to be made to the process in order to accommodate the request.
- We will provide all employment-related information in accessible formats (ie, applications forms, employee orientation materials, etc.)

Park will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- We have in place a written process for the development and documentation of individual accommodation plans for employees with disabilities which plans address the manner in which an employee can participate in its development, the means of assessment, the manner in which we can request evaluation by an outside expert, necessary steps to protect privacy, the frequency of review, etc.
- We will provide individualized emergency response information to employees who have a disability, and with the employee's consent, provide this information to the person designated to provide assistance to the employee. This information will be reviewed in the event the employee moves to a different location within the workplace or if the employee's accommodation needs change.
- A return-to-work process to support employees in returning to work after a period of absence due to a temporary, recurring or permanent disability has been established. This is a collaborative process with the employee, Human Resources, and the firm's LTD/STD adjudicator.

For performance management, career development and advancement, we shall take into account the accessibility needs of employees with disabilities and any current individual accommodation plans. These plans will also be taken into consideration for any employee redeployment.

### ***Design of Public Spaces***

Park will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play areas, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas.

Park will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information on this accessibility plan, please contact Eileen Wilson at 905-513-2573 or [ewilson@parkprop.com](mailto:ewilson@parkprop.com).

Accessible formats of this document are available free upon request from the person named above.