



**Housing Matters.  
People Matter More.**

**Accessibility for all Ontarians with  
Disabilities Act (AODA)  
Compliance Manual  
Current - May 2024**

# APEX AODA Compliance Manual

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## Accessibility for All Ontarians with Disabilities Act (AODA) Training

The Accessibility for Ontarians with Disabilities Act, 2005 (or “the Act”) is a provincial law. Its goal is to make Ontario accessible for people with disabilities by 2025 by developing and enforcing accessibility standards.

### **Accessibility standards**

The accessibility standards are the legal requirements that organizations in Ontario must follow to become more accessible to people with disabilities.

They address key areas of daily life, including:

- customer service
- information and communications
- employment
- transportation
- design of public spaces

The standards are found in the Integrated Accessibility Standards Regulation which was established under the Act.

Please visit the following training website, [www.aoda.ca](http://www.aoda.ca) to familiarize yourself with the Act.

## AODA Employment Standards Policy – Ontario

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### Intent

Apex Property Management and Consulting Inc. is dedicated to providing accessible services and work environment for all employees, prospective employees, and clients. This policy outlines the company's compliance with Parts I and III of the *Integrated Accessibility Standards Regulation (IASR)* set forth under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

This policy ensures Apex Property Management and Consulting Inc. provides services and employment practices that follow the principles of dignity, independence, integration, and equal opportunity.

### Definitions

Accessible format: Includes large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Includes captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Information: Includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and conveys meaning.

Career development and advancement: Additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization or any combination of them. Both additional responsibilities and employee movement are usually based on merit, seniority, or a combination of both.

Performance management: Activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Redeployment: The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Support person: In relation to a person with a disability, another person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs, or with access to goods, services, or facilities.

## **General Principles**

### **Establishment of Accessibility Policies and Plans**

Apex Property Management and Consulting Inc. will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

The company is committed to meeting the accessibility needs of persons with disabilities in a timely manner. This is reflected in policies which upon request will be made publicly available in an accessible format.

The company will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format upon request and will be posted on its website.

The company will review and update its accessibility plan once every five years and will establish, review, and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of the steps taken in implementing the companies' accessibility plan. This status report will be posted on our website. If requested, the report will be created in an accessible format.

### **Training Requirements**

Apex Property Management and Consulting Inc. will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code* as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing the companies' policies, and all other persons who provide goods, services, or facilities on behalf of the company.

Training will be provided as soon as is reasonably practicable, on a regular, yearly basis. Training will be provided regularly to new employees and as changes to the companies' accessibility policies occur.

Apex Property Management and Consulting Inc. will maintain records on the training provided, when it was provided, and the number of employees who were trained.

### **Recruitment, Assessment and Selection**

Apex Property Management and Consulting Inc. will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, the company will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Successful applicants will be made aware of the company's policies and supports for accommodating people with disabilities.

### **Accessible Formats and Communication Supports for Employees**

Apex Property Management and Consulting Inc. will ensure that employees are aware of policies for employees with disabilities and any changes to these policies as they occur. The company will provide the information required to new employees as soon as practicable after they begin their employment.

If an employee with a disability requests it, the company will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

The company will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

### **Workplace Emergency Response Information**

Where required, Apex Property Management and Consulting Inc. will create individualized workplace emergency response plans for employees with disabilities. This information will be created in consultation with the employee and take into account the unique challenges created by the individual's disability and the physical nature of the workplace.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; or
- The company reviews general emergency response policies.

### **Documented Individual Accommodation Plans**

Apex Property Management and Consulting Inc. will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The development process for these plans will include:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed individually;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine whether accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation should also include information regarding accessible formats, communication supports (upon request), individualized workplace emergency response information, and any other accommodation provided.

### **Return to Work**

Apex Property Management and Consulting Inc. will develop and implement return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.

This process will outline the steps the company will take to enable a smooth return to work for the employee. All steps and individual accommodation plans will be documented and created in consultation with the employee.

### **Performance Management and Career Changes**

Apex Property Management and Consulting Inc. will consider the accessibility needs, including documented individual accommodation plans, of employees with disabilities during the company's performance management process. These will also be considered in the event of redeployment, or when offering career development or advancement opportunities.

### **Review**

This policy will be reviewed regularly to ensure that it reflects current practices of Apex Property Management and Consulting Inc. as well as legislative requirements.

## **Accessible Customer Service Policy (AODA) – Ontario**

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### **Intent**

Apex Property Management and Consulting Inc. is committed to providing accessible customer service in accordance with the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy sets out the standards for the provision of goods, services, and facilities to the public.

### **Statement of Commitment**

Apex Property Management and Consulting Inc. is committed to providing an accessible environment for all clients, tenants, members, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### **Definitions**

Guide dog: A dog trained as a guide for a blind person that has completed a training program at a designated training facility set out in the *Guide Dogs Regulation*.

Service animal: An animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators, such as the vest or harness worn by the animal; or
- The person provides documentation from a designated regulated health professional college confirming that the person requires the animal for reasons relating to the disability.

Support person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods, services, and facilities.



## **Guidelines**

Apex Property Management and Consulting Inc. makes every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Allowing visitors, tenants, and members with disabilities to do things in their own ways and at their own pace when accessing goods, services, and facilities, as long as this does not present a health and safety risk;
- Using alternative methods of access when necessary to ensure that visitors, tenants, and members with disabilities have access to the same goods, services, and facilities in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

Upon request, the company provides a person with a disability with a copy of this policy, or the information contained within it, in a format that meets their accessibility needs. Requests should be directed to the property administrator.

Persons with disabilities may use their own assistive devices as required when accessing goods or services or facilities. In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, the property administrator should be informed so that other reasonable measures can be put in place to ensure the access of goods and services.

## **Guide Dogs and Service Animals**

A tenant/member/visitor with a disability who is accompanied by a guide dog or other service animal is welcome to access to premises that are open to the public and keep the animal with them unless the animal is otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals. If a tenant/member/visitor's guide dog or service animal is excluded by law, Apex Property Management and Consulting Inc. offers alternative methods to enable the person with a disability to access goods, services, and facilities.

For Properties with a "No Pet" Policy Properties: If it is not readily apparent that the animal is a guide dog or service animal, employees may respectfully ask whether an animal is a guide dog or service animal but must not ask the nature of the person's disability or purpose of the animal. If they reveal the animal is not a guide dog or service animal, they should be asked to remove the animal from the premises promptly.

The tenant/member/visitor who is accompanied by a guide dog or service animal is responsible for always maintaining control of the animal. If a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, this should be reported to the property administrator who may ask them to remove their service animal from the premises.

## **Support Persons**

If a tenant/member/visitor with a disability is accompanied by a support person, Apex Property Management and Consulting Inc. will ensure that both persons may enter the premises together and that the visitor, tenant or member is not prevented from having access to the support person. In situations where confidential information might be discussed, consent must be obtained from the tenant/member before any potentially confidential information is mentioned in the presence of the support person.

The company may require a person with a disability to be accompanied by a support person while on the premises if the support person is required to protect the health and safety of the person with the disability or others in the workplace and there are no other reasonable measures that can be taken to ensure this. The company consults with the person with the disability and assess available evidence before making such a decision. Employees are informed of any such arrangements.

### **Notice of Temporary Disruptions**

Apex Property Management and Consulting Inc. makes every reasonable effort to provide notice of any temporary disruptions to facilities or services that visitors, tenants and members with disabilities rely on to access or use goods or services. In some circumstances, notice may not be possible.

When disruptions occur without notice, the company informs visitors, tenants, and members by:

- Posting and/or providing written notices to visitors, tenants, and members in conspicuous places, including at the point of disruption and all entrances.
- Informing visitors, tenants, and members verbally upon arrival.

The following information is provided regarding the disruption, unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Expected duration; and
- A description of alternative services or options that are available.

Employees are informed of this information as soon as reasonably possible in the event of a disruption so that they can inform visitors, tenants and members and respond to inquiries.

### **Training**

Training is provided to employees, volunteers and those who participate in the development of company policies, and any other person who provides goods, services, or facilities on behalf of the company.

Training covers the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog or other service animal or a support person;
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to visitors, tenants, and members with disabilities.

Apex Property Management and Consulting Inc. provides training as soon as practicable. Training is provided to new employees, during the onboarding process. Revised training is provided in the event of changes to legislation, procedures, policies, or practices. Yearly training is provided to all staff.

The company keeps a record of training that includes the dates training was provided and the number of employees who attended the training. Where required, retraining is provided to ensure compliance with the company's policies and procedures.

### **Customer Feedback**

Apex Property Management and Consulting Inc. has established a feedback process to provide the public with the opportunity to provide feedback on how goods, services, and facilities are provided to visitors, tenants, and members with disabilities. Feedback may be shared verbally (in person or by telephone) or in writing (handwritten, delivered, website, or e-mail).

The company addresses feedback received on a case-by-case basis and takes any actions necessary to remedy any issues. Visitors, tenants, and members who wish to submit feedback should be directed to the Property Administrator.

## **Accessible Customer Service Compliance Checklist (AODA) – Ontario**

This checklist outlines the requirements of the customer service standards for organizations that provide goods, services, or facilities to the public in accordance with the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

NOTE: Apex Property Management and Consulting Inc / Apex Property Maintenance does not provide goods, services or facilities to the public. Any goods, services or facilities are only available to those residents who live within the properties under Apex's management.

### **General Checklist for Compliance for Apex Properties (where applicable):**

#### Policies

- Develop, implement, and maintain policies regarding the provision of goods, services, or facilities to individuals with disabilities that are consistent with the principles of dignity, independence, integration, and equal opportunity.
- Document policies, practices, and procedures for providing compliant customer service in writing.
- Include a statement of organizational commitment describing the company's goal to meet the needs of individuals with disabilities in a timely manner.
- Document the organization's training policy as required under the IASR, including a summary of the content covered and whom it will be provided to and when.

Ensure company policies consider and address the following areas required by the IASR:

#### Assistive Devices

- Determine whether there are any assistive devices that could pose a health and safety hazard if used in the workplace. Identify reasonable measures that could be put into place to address this hazard.

#### Guide Dogs and Service Animals

- Determine whether service animals are prohibited by law in the workplace or specific areas of the workplace.
- Where service animals are prohibited, develop measures that can be taken to ensure the tenant/member/visitor has access to goods, services, and facilities.

## Notice of Temporary Disruptions

- Identify accessibility features or services that people with disabilities rely on in the organization.
- Determine how you will inform the public if any accessibility features or services are temporarily unavailable.
- Determine alternative measures you can implement to assist customers with disabilities during a temporary disruption.

## Feedback Process

- Establish a process for receiving and responding to feedback related to the provision of goods, services, or facilities to individuals with disabilities and the accessibility of the feedback process itself.
- Determine what actions will be taken if a complaint is received.
- Make information about the feedback process available to the public.

## **Format of Documents**

- Inform the public that information and documents are available in accessible formats or with communication supports upon request.
- Be prepared to provide upon request all information or documents in an accessible format or with communication supports in a manner that meets the needs of the individual.

## **Training**

Train employees, volunteers, those involved in the development of company policies, and other persons who provide goods, services, or facilities on behalf of the company on the following:

- The purpose of the AODA and the requirements of the customer service standards.
- The *Human Rights Code* and how it pertains to persons with disabilities.
- How to interact and communicate with customers with various types of disabilities.
- How to interact with people with disabilities who use assistive devices, require the assistance of a service animal, or require the use of a support person.
- How to use company provided equipment or devices that are available at the organization to help customers with disabilities.
- What to do if a customer with a disability is having difficulty accessing the company's goods, services, or facilities.

## Recordkeeping

- Maintain training records, including the date the training was provided and how many employees attended.

## Customer Service Feedback Form

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Thank you for visiting <Property Name> today! We value all visitors, tenants/members at our property and strive to meet everyone's needs.

Please tell us the date and location of your visit:

Date: \_\_\_\_\_

Location: \_\_\_\_\_

1. Were you satisfied with the customer service we provided for you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments: \_\_\_\_\_  
\_\_\_\_\_

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments: \_\_\_\_\_  
\_\_\_\_\_

3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments: \_\_\_\_\_  
\_\_\_\_\_

### Contact Information (optional)

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

## **Disruption in Service Notification**

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<DATE>

Dear <VISITORS, TENANTS, MEMBERS>

The *<insert goods or services that are unavailable>* will be out of service for *<insert reason for disruption>* from *<insert appropriate date>* until *<if known, insert appropriate date>*.

The following alternative services and options are available:

- <list options>

We regret any inconvenience this may cause. If you have questions or concerns, please contact <NAME OF PROPERTY ADMINISTRATOR, CONTACT INFORMATION (PHONE, EMAIL)>

Thank you for your understanding and patience.

<PROPERTY ADMINISTRATOR NAME>

<NAME OF PROPERTY>

## **Workplace Accessibility Review**

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### **Intent**

Apex Property Management and Consulting Inc. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As stated in the Apex Property Management and Consulting Inc. accessibility policy, the company will work to remove all barriers for members, tenants, visitors to properties as well as for employees, and candidates with disabilities.

Please use the Accessibility Review form found in Appendix A to identify barriers and establish a comprehensive strategy to help implement accessible policies, practices, procedures, and environment.



## Accessible Employment Policy (AODA) – Ontario

### Intent

Apex Property Management and Consulting Inc. provides accessible employment in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. This policy sets out the company's commitment to standards for accessible employment. It does not apply to volunteers or other individuals who are not paid.

### Statement of Commitment

Apex Property Management and Consulting Inc. is committed to providing an accessible environment for all tenants, members, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### Definitions

Accessible formats: Includes but not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Includes but not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Redeployment: Where possible, the reassignment of an employee to another position or as an alternative to layoff when their position has been eliminated by the company.

## Guidelines

### Hiring

Accommodation is available from the beginning of the recruitment process. Information regarding the availability of accommodation is included in all job postings. Applicants selected to participate in an assessment, or the selection process are informed that accommodations are available upon request. Where accommodation is requested, the company consults with the applicant and provides or arranges for suitable accommodation that meets their individual needs. Successful applicants are made aware of the company's policies for accommodating employees with disabilities when an offer of employment is made.

### Accessible Workplace Information

Apex Property Management and Consulting Inc. ensures that new employees are aware of the policies and supports available for employees with disabilities as soon as reasonably possible after beginning employment and all employees are informed of any updates to existing policies.

Upon request, the company provides or arranges for the provision of accessible formats and communication supports for employees with disabilities regarding information needed to perform their job and other information that is generally available to all employees in the workplace. Individualized workplace emergency response information is also provided to an employee with a disability where necessary. An employee who requires workplace information in an accessible format or with communication support should contact the Human Resources manager. The company will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

### Individual Accommodations

Apex Property Management and Consulting Inc. creates and documents individual accommodation plans for employees with disabilities upon request. An employee with a disability who requires an individual accommodation plan should inform the Human Resources Manager. These plans include:

- Information regarding accessible formats and communication supports, where requested;
- Individualized workplace emergency response information, where necessary; and
- Details of any other accommodation provided.

Where an employee is absent from work due to a disability and requires accommodations to return to work, the company will develop and document individual return-to-work processes. Please see appendices at end of manual for a copy of the Individual Accommodation Plan.

### Performance Management and Career Development

The accessibility needs of employees with disabilities are considered in all aspects of the employment relationship, including during performance management processes, career development or advancement opportunities, and in the event of redeployment. Individual accommodation plans are consulted, where they exist, as part of these process.

# APPENDIX A



## Workplace Accessibility Review Form

This form can be used to assess barriers to access at the properties Apex manages as well as for the staff they employ.

<b>Employment</b>	
<b>Accessibility Topic:</b>	Recruitment and selection process
Identified barriers:	
Plan to remove barrier:	
Results:	
Follow-up requirements:	
Responsible authority:	Follow-up date:
<b>Accessibility Topic:</b>	Accessible formats of internal documents and communication
Identified barriers:	
Plan to remove barrier:	
Results:	
Follow-up requirements:	
Responsible authority:	Follow-up date:
<b>Accessibility Topic:</b>	Workplace support options (individual accommodation)
Identified barriers:	
Plan to remove barrier:	
Results:	
Follow-up requirements:	

Responsible authority:		Follow-up date:
Accessibility Topic:	Performance management and career development	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:

<b>Customer Service</b>		
Accessibility Topic:	Providing goods and services to persons with disabilities	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Customers with assistive devices	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Customers using service animals or support persons	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		

Responsible authority:		Follow-up date:
Accessibility Topic:	Receiving customer feedback	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Customer service provided by employees (e.g., how are employees providing customer service to persons with disabilities?)	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:

<b>Information and Communication</b>		
Accessibility Topic:	Accessible communication formats (e.g., for the hearing impaired)	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Accessible website content (e.g., for the visually impaired)	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		

Responsible authority:		Follow-up date:
Accessibility Topic:	Notice of service disruptions	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:

<b>Built Environment</b>		
Accessibility Topic:	Accessibility of interior (service counters or waiting areas)	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Accessibility of interior (washrooms)	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
Accessibility Topic:	Accessibility of interior (meeting spaces)	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:

<b>Accessibility Topic:</b>	<b>Accessibility of exterior (parking lot)</b>	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
<b>Accessibility Topic:</b>	<b>Accessibility of exterior (pathways, curbs, and walkways)</b>	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
<b>Accessibility Topic:</b>	<b>Accessibility of exterior (entrances and exits)</b>	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
<b>Accessibility Topic:</b>	<b>Accessibility of exterior (lighting and signage)</b>	
Identified barriers:		
Plan to remove barrier:		
Results:		
Follow-up requirements:		
Responsible authority:		Follow-up date:
<b>Accessibility Topic:</b>	<b>Emergency procedures, plans, and public safety information</b>	
Identified barriers:		
Plan to remove barrier:		
Results:		

Follow-up requirements:	
Responsible authority:	Follow-up date:

This document was created on (Insert date) and will be reviewed and updated by (Insert date).



# APPENDIX B



## Individual Accommodation Plan

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Employee name: \_\_\_\_\_

Title: \_\_\_\_\_

Department: \_\_\_\_\_

Manager: \_\_\_\_\_

Date needs identified: \_\_\_\_\_

Grounds for accommodation:

- Insert prohibited grounds of discrimination the accommodation is being provided for

Needs identified:

- Summarize needs identified by employee accommodation request

Essential job duties or responsibilities affected:

- Insert summary of job duties and responsibilities affected by accommodation

Non-essential job duties or responsibilities affected:

- Insert summary of non-essential job duties and responsibilities affected by accommodation

Documentation provided to support accommodation:  Yes  No

- If document was provided to support the accommodation, summarize it here, including dates documentation was requested and received

Accommodation provided:

- Insert accommodation proposed by the company. Explain how it will meet the needs identified

Implementation plan:

- Outline how the accommodation will be implemented

Performance goals:

- Insert the employee's performance goals if they require modification as a result of the accommodation

Duration of accommodation:

**Choose:**

*Option 1: Permanent accommodation.* This is a permanent accommodation. The measures outlined above are in effect as of (insert start date) and will remain in place for the foreseeable future.

**OR**

*Option 2: Temporary accommodation.* This is a temporary accommodation. The measures outlined above are in effect as of (insert start date) and end on (insert end date).

Individualized workplace emergency response information required:  Yes  No

- If individualized workplace emergency response information is required, insert details here

**Review and Update**

This accommodation plan is reviewed (insert frequency). Changes to the accommodation plan are made as necessary.

(Employee name) is responsible for informing (insert appropriate authority) if their accommodation needs change. If the accommodation needs change, this plan will be reviewed and updated as soon as reasonably practicable.

Date of last review: (Insert date plan was last reviewed. If this is a new plan, put N/A).

Next review date: (Insert date of next review).

**Acknowledgement and Agreement**

All information contained in this accommodation plan is confidential; the contents of this form are only disclosed as necessary to individuals who are assisting in the accommodation process on a need-to-know basis.

Signing below indicates that the parties have read and agree to the accommodation plan set out above.

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Insert appropriate authority) signature: \_\_\_\_\_

Date: \_\_\_\_\_

# APPENDIX C



## Multi-year Accessibility Plan (AODA) – Ontario

### Intent

This accessibility plan outlines the strategy of Apex Property Management and Consulting Inc. to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### Statement of Commitment

Apex Property Management and Consulting Inc. is committed to providing an accessible environment for all members, tenants, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### Multi-year Accessibility Plan

This plan is in effect from May 2023 to May 2028.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Stephanie Bishop, Human Resources Manager by email at [kjongepier@apmci.ca](mailto:kjongepier@apmci.ca).

### Completed Initiatives

Apex Property Management and Consulting Inc. has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

#### General

- This manual provides information regarding the current policies in place
- Any future initiatives will be completed under the requirements of the AODA 2005.

## Employment Standards

- Please refer to Section 2 of this manual for current policies in place
- Future prevention and removal of barriers will occur as needed by law or as need arises

## Customer Service Standards

- Please refer to Section 3 of this manual for current policies in place
- Future prevention initiatives and removal of barriers will occur as needed by law or as need arises

## **New and Ongoing Initiatives**

Apex Property Management and Consulting Inc. does not currently have additional new or ongoing initiatives. Any new plans or initiatives will be completed under the policies and requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.