



Multi-year Accessibility Plan

This plan is in effect from May 15, 2024, to May 15, 2029. 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 **Resident Services** at Connect@AccoraVillage.com.

Intent

This accessibility plan outlines the strategy of Ferguslea Properties 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

Ferguslea Properties is committed to providing an accessible environment for all clients, 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

In the context of this accessibility plan, "stakeholder" refers to all employees, job applicants, clients/customers, suppliers, and any visitors who may enter any Ferguslea Properties premises.

Review of the Multi-year Accessibility Plan

This accessibility policy and multi-year plan will be reviewed and updated as required, with the next review to be completed by May 15, 2029

General Requirements



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Multi-Year Accessibility Plan
May 2024 – V2

AODA Requirement	Statement of Commitment	Action(s) Taken by Ferguslea Properties	Completion	Continued Commitment
Customer Service & Training	<p>Ferguslea Properties is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.</p> <p>Ferguslea Properties will train all employees, and as applicable, contractors and agents of Ferguslea Properties on any relevant statutory accessibility standards and on provincial human rights legislation as it pertains to persons with disabilities.</p>	<ul style="list-style-type: none"> Ferguslea Properties will ensure that the training offered aligns with the job duties performed. Training will be provided promptly, and new staff will receive training upon starting employment. AODA Customer Service Training is provided to employees every two years of their employment with Ferguslea Properties. We will update the training as needed, provided by external Learning Management System HR Downloads. 	Socialized onboarding process as of 2021.	Ongoing as new staff is hired.
Information and Communications A) Accessible Formats and Communication Supports	Upon request and in a timely manner, Ferguslea Properties will provide, or arrange for the provision of, accessible formats and communication supports to its stakeholders.	Ferguslea Properties will collaborate with individuals requesting accessible formats or communication support to determine the most suitable format or method of communication.	Policy effective as of December 1, 2021.	Ongoing action will be taken as requests are made.



	If Ferguslea Properties determines that information or communications are unconvertible, an explanation will be provided to the requester along with a summary of the information requested.			
Information and Communications B) Feedback from Customers to Ferguslea Properties	<p>Ferguslea Properties will ensure that its process for receiving and responding to customer feedback remains accessible.</p> <p>We will maintain a feedback process that is accessible, and provide, or arrange for the provision of, accessible formats and communication support, upon request.</p> <p>Feedback may be submitted to: Connect@AccoraVillage.com 613-366-5020 Via the Accora Village App</p>	Ferguslea Properties will collaborate with individuals requesting accessible formats or communication support to determine the most suitable format or method of communication.	Policy effective as of December 1, 2021.	Ongoing action will be taken as requests are made.
Information and Communications	Where practicable, Ferguslea Properties Internet websites will	Ferguslea Properties will ensure that the new Internet websites are developed in accordance	January 1, 2022.	Update to WCAG 2.0 Level



<p>C) Accessible Websites and Web Content.</p>	<p>conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) in accordance with the timeframes outlined below.</p>	<p>with WCAG 2.0 Level A.</p>		<p>AA the following year to any significant changes to the website, if feasible for Ferguslea Properties.</p>
<p>Employment Standards A) Recruitment & Selection Process</p>	<p>Ferguslea Properties will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment and selection processes.</p>	<ul style="list-style-type: none"> • When job applicants are individually selected to participate in the recruitment and selection process, Ferguslea Properties will notify them that accommodation is available upon request. • Applicants requesting accommodation will be consulted about their needs, and appropriate accommodation will be provided. • Successful applicants will be informed about the Ferguslea Properties policies for accommodating employees with disabilities when making offers of employment. 	<p>Internal process effective as of December 2022.</p>	<p>Ongoing action will be taken as requests are made.</p>



Employment Standards B) Informing Employees of Supports	<p>Ferguslea Properties will inform its employees of policies used to support employees with disabilities, including job accommodation policies and any changes to these policies.</p>	<ul style="list-style-type: none"> • Employees will be informed about accommodation policies and any changes. • Information concerning accommodation policies will be provided to new employees promptly. • Individual accommodation requests will be addressed through consultation with the employee to determine suitable support. 	<p>Internal Policy as effective March 22, 2022.</p>	<p>Ongoing action will be taken as requests are made.</p>
Employment Standards C) Workplace Emergency Response Information	<p>Ferguslea Properties will provide individualized workplace emergency response information to employees requiring accommodation, as necessary.</p>	<ul style="list-style-type: none"> • Consultation with employees will be conducted to prepare and provide individualized emergency response information. • Information will be updated as needed based on employee movements, accommodation reviews, or policy revisions. 	<p>Internal process effective as of December 2022.</p>	<p>Ongoing action will be taken as requests are made.</p>
Employment Standards	<p>Ferguslea Properties will maintain a written process for developing individual accommodation plans for</p>	<ul style="list-style-type: none"> • Creation of policy and process. • Development of appropriate templates for completion in conjunction with the 	<p>Internal policy created on March 22,</p>	<p>Ongoing action will be taken as requests are</p>



D) Documented Individual Accommodation Plans	employees with disabilities.	employee.	2022. Templates socialized by December 19, 2023.	made.
Employment Standards E) Return to Work Process	Ferguslea Properties will maintain a return-to-work process for employees who have been absent due to disability and require accommodation to return to work.	<ul style="list-style-type: none"> • Development of a return-to-work process outlining steps for facilitating employees' return with accommodation considered. • Consideration of documented individual accommodation plans in the process. 	Internal documents created February 17, 2022.	Ongoing action will be taken as requests are made.
Employment Standards F) Performance Management, Career Development & Advancement, and Redeployment	Ferguslea Properties will consider the accessibility needs and individual accommodation plans of employees with disabilities in performance management, career development, advancement, and redeployment.	Consideration of accessibility needs and accommodation plans in performance management, career development, advancement, and redeployment.	Internal process socialized by May 15, 2023.	Ongoing action will be taken as requests are made.
Accessible Public Space, Maintenance and Emergency Response				
Ferguslea Properties will continue to meet accessibility laws when building or making major changes to public spaces.				



The following are commitments to formalize the following Accora Village current operational practises regarding Public Space and Emergency Response by December 2024.

Self-Serve Kiosks	Ferguslea Properties will assess accessibility considerations for individuals with disabilities during the design, procurement, or acquisition of self-service kiosks. It will explore potential accessibility features to effectively cater to the requirements of customers and clients should the business opportunity arise.
Maintenance Measures	<ul style="list-style-type: none"> • Regular Inspections via our Maintenance Operations Team and Joint Health and Safety Committee, which shall include Scheduled inspections of all the Ferguslea Properties accessible elements. • Routine Repairs via our Maintenance Operations Team by timely repair of any damage or deterioration found during inspections to maintain accessibility standards. • Surface Maintenance via our Cleaning Technician Team by regular cleaning and upkeep of sidewalks, trails, and other accessible surfaces to prevent hazards and ensure smooth navigation. • Vegetation Management via our internal Landscaping Technicians and external Landscape contractors via periodic trimming of vegetation along pathways to maintain clear passage for individuals with mobility aids.
Emergency Maintenance Procedures	<ul style="list-style-type: none"> • Rapid Response Team: Dedicated team of Ferguslea Properties employees who are equipped to respond swiftly to emergency situations that need response led by the Health, Safety and Security Team and Resident Services. • Priority Assessment: Immediate assessment of any damage or obstruction to accessible elements following emergencies such as severe weather or accidents.



	<ul style="list-style-type: none"> • Commitment to providing Temporary Solutions: Implementation of temporary measures to restore accessibility while permanent repairs are arranged, such as temporary ramps or alternative routes where applicable.
<p>Dealing with Temporary Disruptions</p>	<ul style="list-style-type: none"> • Communications: Clear communication channels from our Resident Services Centre to inform the Accora Village community about temporary disruptions and alternative accessible routes. • Temporary Signage: Installation of signage indicating temporary disruptions and directing individuals to alternative accessible pathways. • Community Engagement: Using our Community Relations Managers, we shall engage with Accora Village Residents and stakeholders to gather feedback and address concerns regarding temporary disruptions.

