

Hazelview Investments Accessibility Policy & Multi-Year Plan

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Statement of Commitment and Purpose of the Policy

Hazelview Investments is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws. Hazelview understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. Hazelview is committed to excellence in serving and providing goods, services, or facilities to all customers, including people with disabilities.

Training

Hazelview provides training to Team Members 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 Team Members.

Training is received on an ongoing basis whenever we make changes to our policies, practices, or procedures to ensure that our accessibility policies are properly implemented and always followed. Our training programs consist of the following:

- Training on the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of the Customer Service Standards.
- Training on Hazelview's policies related to the Customer Service Standards.
- Training on how to interact and communicate with people with various types of disabilities.
- Training on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Training on how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- Training on what to do if a person with a disability is having difficulty accessing Hazelview investment services.

Hazelview Investments will maintain records of training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services, or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services, or facilities.

We ensure that our Team Members are trained and familiar with various assistive devices we have or that we provide that may be used by customers with disabilities while accessing services, or facilities.

Communication

Hazelview will communicate with people with disabilities in ways that consider their disability. We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our Team Members may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will ensure people with disabilities can access our goods, services, or facilities by explaining why the animal is excluded and discussing with the individual another way of providing goods, services, or facilities.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Hazelview might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

Before making a decision, Hazelview will:

- Consult with the person with a disability to understand their needs.
- Consider health or safety reasons based on available evidence.
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Hazelview will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notice will be provided in various ways including our resident portal, building lobbies and elevators in any of our managed properties.

Feedback Process

Your feedback is important to us. If you would like to comment on any of our accessibility policies or practices, if you have a question or concern about accessibility, or if you require an accessible format or communication support, please contact us:

- T: 416.306.9967
- F: 416.981.3336
- Email: accessibility@hazelview.com

Notice of Availability of Documents

Hazelview will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Kiosks

We do not currently use any electronic devices that would be considered "kiosks" for providing access to services. However, should we determine we need to make "kiosks" available, we will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

Information and Communications

We are committed to meeting the communication needs of people with disabilities. We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports in a timely manner, taking into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that information or communications are unconvertible, we will provide the requestor with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications. We meet the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We are committed to fair and accessible employment practices and will provide reasonable accommodation wherever and whenever possible. We notify the public and Team Members that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

We notify Team Members, job applicants, and the public that accommodations can be made during recruitment and hiring. We notify job applicants that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify Team Members that support is available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to Team Members whenever there is a change to existing policies on the provision of job accommodation that considers a Team Member's accessibility needs due to a disability.

A Team Member requesting accommodation should contact the People and Culture Team. We will consult with Team Members when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for information that is needed to perform the Team Member's job and information that is generally available to Team Members in the workplace.

Where needed, we will also provide customized emergency information to help a Team Member with a disability during an emergency. With the Team Member's consent, we will provide workplace emergency information to a designated person who is aiding that Team Member during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the Team Member's disability.

We have a written process to develop individual accommodation plans for Team Members. We have a written process for Team Members who have been absent from work due to a disability and require disability-related accommodations to return to work. Our performance management, career development, and redeployment processes consider the accessibility needs of all Team Members.

Design of Public Spaces

Hazelview Investments will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to applicable public spaces. In the event of a service disruption to accessible parts of public spaces, we will notify the public of the service disruption and alternatives available.

Changes to Existing Policies

Any policies of Hazelview that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed. This document is publicly available. Accessible formats are available upon request

Appendix A: Multi Year Accessibility Plan

Statement of Commitment and Purpose of the Plan

At Hazelview Investments, we are committed to providing exceptional customer service to all our Team Members, residents, clients, prospects, members of the public, and third parties, including those with disabilities. We are committed to providing our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access and benefit from the services we provide every day. Furthermore, our organization is fully committed to meeting the obligations set forth in the Accessibility for Ontarians with Disabilities Act, 2005, along with its associated regulations ("AODA"). This accessibility plan, referred to as the "Plan," describes the measures Hazelview has implemented and continues to pursue in order to comply with these requirements and enhance opportunities for individuals with disabilities.

Customer Service

Hazelview remains committed to fostering a culture of inclusivity and compliance with Ontario's accessibility laws. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Human Rights Code, we are dedicated to providing ongoing training to all team members. As part of our comprehensive compliance training program, every team member is required to complete training on the accessibility standards for customer service and related regulations within the first two weeks of their hire date. Hazelview will audit the training program to ensure that it reflects any changes to legislation and will provide refresher courses to team members.

Hazelview is also committed to providing people with disabilities publicly available emergency information in an accessible way upon requests. In addition to this, Hazelview will provide employees and residents with customized emergency response plans upon requests.

Information and Communications

Hazelview Investments 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.

Hazelview has taken the following steps to make all new websites and content on those sites conform to WCAG 2.0 Level A as of January 1, 2014:

- We engaged a web design company to review any new websites launched by Hazelview to ensure they are compliant with the specific requirements of WCAG 2.0 Level AA.

Hazelview has taken the following steps to make sure existing feedback processes are accessible to people with disabilities upon request as of January 1, 2015:

- Hazelview has provided below the contact details for the person at Hazelview who should receive and coordinate responses to feedback.

We take all necessary steps to ensure publicly available information is made accessible upon request as of January 1, 2016, in conformity with the requirements of the Act.

We have taken the following steps to make sure all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Hazelview engaged an external consultant to review all existing Hazelview websites to ensure they are compliant with the specific requirements for new websites of WCAG 2.0 Level AA.

We will persistently monitor and adapt our requirements to align with the Web Content Accessibility Guidelines set forth by the World Wide Web Consortium.

Employment

Hazelview Investments is committed to fair and accessible employment practices and will provide reasonable accommodation wherever and whenever possible, and notify the public and employees that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

We 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:

- Meet with the individual to determine their needs.
- Provide reasonable accommodation wherever and whenever possible.

We will take steps to ensure the accessibility needs of employees with disabilities are considered if Hazelview is using performance management, career development, and redeployment processes. In addition, Hazelview will take steps to prevent and remove other accessibility barriers identified.

Kiosks

Hazelview does not currently use any electronic devices that would be considered "kiosks" for providing access to services from Hazelview, however should Hazelview determine it needs to make "kiosks" available, it will take accessibility into consideration when procuring or acquiring self-service kiosks.

Design of Public Spaces

Hazelview will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to applicable public spaces. In the event of a service disruption to accessible parts of public spaces, we will notify the public of the service disruption and alternatives available.

Contact

For further information regarding this plan or Hazelview Investments accessibility policies (or to receive this Plan in an accessible format please contact accessibility@hazelview.com).