



Accessibility Policy

Introduction

Alterra Developments 2000 Limited (“Alterra”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people 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 all requirements under the *Ontarians with Disabilities Act* (“AODA”) and Ontario’s accessibility laws. We are also committed to meeting current and ongoing obligations under the Ontario *Human Rights Code* (the “Code”) with respect to non-discrimination.

Alterra understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Code or obligations to people with disabilities under any law.

Alterra is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all staff, volunteers and other persons in accessible customer service, other Ontario accessibility standards and aspects of the Code that relate to persons with disabilities.

In addition, we will train:

- (a) all persons who participate in developing the organization’s policies; and
- (b) all other persons who provide goods, services or facilities on behalf of the organization.

Training of our employees and volunteers on accessibility relates to their specific roles.

Training will include:

- purpose of the AODA and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- 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
- what to do if a person with a disability is having difficulty in accessing our organizations goods, services or facilities

We will train every person as soon as practicable after being hired and will provide training in respect of any changes to the policies.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, 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 goods, services or facilities.

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

Communication

Staff will communicate with persons with disabilities in ways that will take into account their disability. This means that staff will communicate and interact with them in a manner that enables persons with disabilities to use and receive Alterra products, services and facilities.

Accessible Formats and Communication Supports for Employees

Upon request, we will provide accessible formats and communication supports for employees with disabilities in a timely manner that takes into account the person's accessibility needs. We will consult with the employee making the request and will provide or arrange for the provision of accessible formats and communication supports for:

- (a) information that is needed in order to perform the employee's job; and
- (b) information that is generally available to employees in the workplace.

Use of Service Animals and Support Persons

Service Animals

Where an individual with a disability is accompanied by a guide dog or other service animal, we will ensure that the person is permitted to enter publicly accessible premises owned or operated by Alterra with the animal and to keep the animal with them, unless the animal is otherwise excluded by law from those premises.

Where a service animal is not easily identifiable, we may ask for documentation from a "regulated health professional" (defined below) 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.

A "regulated health professional" is defined as a member of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario

- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If a service animal is prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- (a) explain why the animal is excluded; and
- (b) discuss with the customer 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.

We may require a person with a disability to be accompanied by a support person when on Alterra's premises, but only if, after consulting with the person with a disability and considering the available evidence, we determine that:

- (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

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

Individualized workplace emergency response information will be reviewed in the following circumstances:

- (a) when the employee moves to a different physical location in the organization;
- (b) when the employee's overall accommodations needs or plans are reviewed; and
- (c) when the employer reviews its general emergency response policies.

We have written processes to develop individualized accommodation plans for employees and for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify the public promptly. This notice will include information with respect to the reason for the disruption, how long the disruption is expected to last and a description of any alternative facilities or services available (if any).

Feedback

Our Accessibility Policy and Accessibility Compliance Report are available to the public on our website and can be obtained in an accessible format upon request. We will consult with the person making the request to determine the suitability of the format or communication support and will provide the accessible format in a timely manner at no additional cost.

Comments to our services, regarding how well our policies and procedures are being met, are always welcomed and appreciated. Feedback will help us identify barriers and respond to concerns. All feedback, including complaints, can be submitted in the following ways:

- verbally to senior management;
- by email to info@alterra.com; or
- by calling our head office at 416-964-1800.

We will ensure that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.