

Accessibility Policy

Policy Statement

DCR Group of Companies (the “**Company**”) is committed to the objectives of the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”) and the Ontario *Human Rights Code*.

The Company has made a commitment to be accessible to everyone who uses our services, and it wishes to ensure a safe, dignified, and welcoming environment for everyone. Providing an accessible and barrier-free environment is a shared effort, and as an organization, the Company is committed to working with the necessary parties to make accessibility for all a reality.

The Company will continue to provide its goods and services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity.

The Company has formulated this accessibility policy to comply with the requirements under the AODA, the Integrated Accessibility Standards (“**IAS**”) and the applicable human rights legislation. This policy describes the various policies and procedures developed by the Company to achieve or continue to achieve accessibility through meeting its requirements referred to under the IAS.

Customer Service Standard

The Company is committed to excellence in servicing all customers including people with disabilities. Please refer to our Customer Service Policy for details about how the Company will deal with the following:

- Communication and Feedback
- Assistive Devices
- Support Animals
- Support Persons
- Notice of Temporary Disruption

Multi-Year Accessibility Plan

A Multi-Year Accessibility Plan (“**Accessibility Plan**”) that sets out the Company’s strategy for preventing and removing accessibility barriers from its workplace will be developed in accordance with the IAS. The Accessibility Plan will be reviewed and updated at least once every five years.

Please refer to the Accessibility Plan for details about how the Company will address the following:

Information and Communication Standard:

- Accessible Emergency Information
- Feedback from Customers and Employees

- Accessible Formats and Communication Supports
- Emergency Procedures/Plan or Public Safety Information
- Accessible Websites & Web Content

Employment Standard:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented Individual accommodation plans
- Performance Management
- Career Development and Advancement

The Accessibility Plan is available upon request. Upon request, the Company will also provide a copy of the plan in an accessible format. Please contact Rahul Kochar, Vice President, Operations, using the contact information noted below should you require an accessible format.

Design of Public Spaces

The Company will meet applicable accessibility laws and building codes when building or making major changes to public spaces. Public spaces include service-related elements like reception areas, and waiting areas, etc.

Recruitment and Career Development

The Company will advise employees and the public about the availability of accommodation for applicants with disabilities.

The Company will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected job applicant requests accommodation relating to their participation in the hiring process, the Company will consult with the individual and provide or arrange for the provision of suitable accommodation that takes into account the applicant's disability-related needs.

The Company will ensure that the accessibility needs of employees with disabilities as well as individual accommodation plans are taken into account if the Company is using performance management, career development, and redeployment processes.

Training

The Company will provide training to all of its employees and volunteers who deal with the public on its behalf. Anyone who participates in developing the Company's policies and all other persons who provide goods, services or facilities on behalf of the Company, will also be trained on AODA and on the applicable provincial human rights legislation as it relates to people with disabilities.

Training will also be included as part of orientation for all new hires. The training provided will take into consideration and be appropriate to the duties of those receiving the training, including

- 1) The purpose and requirements of the *Accessibility for Ontarians and With Disabilities Act, 2005*;
- 2) How to interact and communicate with persons with various types of disabilities or illnesses;
- 3) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- 4) How to use equipment or devices available on our premises or otherwise provided by the Company that may assist with the provision of goods or services to a person with a disability; and
- 5) What to do if a person with a particular type of disability or illness is having difficulty accessing the Company's services.

Records of the training provided will be maintained and will include: (i) the dates on which training was provided and (ii) the details of individuals to whom training was provided.

Accommodation Policy and Plans

The Company has developed a written policy detailing the process of accommodation related to disabilities. This policy also includes the process for the development of individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. Additionally, the plans will include individualized workplace emergency response information (where required and in accordance with the Workplace Emergency Response Information Standard). Plans will also identify any other accommodation that is to be provided.

Questions about this Policy

This policy exists to achieve service excellence for customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please contact us in person or by e-mail:

In Person: 18A Bentley Avenue, Ottawa, ON K2E 6T8

By E-mail: rkochar@phoenixhomes.ca

Accessible formats of this document are available upon request, please contact us using the contact information noted above.