



## Accessibility Standards

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	APPROVED BY Roberto Ocon, Director of Compliance	

## Purpose and Scope

Parkbridge is committed to providing a safe and healthy environment for all employees, residents, and guests.

This standard details Parkbridge and Parkbridge associates (e.g., employees, agents, residents, visitors, etc.) commitment to promoting dignity and independence for persons with disabilities.

## Statement of Commitment

Parkbridge's procedures and practices strive to be consistent with the principles of dignity, independence, integration, and equal opportunity for/with persons with disabilities by doing the following:

- Providing the same value and quality of customer service to everyone
- Encouraging and supporting safely and autonomous environments
- Communicating in the clearest and most accessible way based on individual needs
- Encouraging and supporting the use of assistive devices and/or service support animals and/or persons in the public domain

## Definitions

### “Disability”

- A physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions

### “Personal Assistive Device”

- A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities (e.g., wheelchair, walker, personal oxygen tank, or other devices that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading)

### “Service Animal/Guide Dog”

- An animal that is individually trained to do work or perform tasks for the benefit of a person with a disability (e.g., vision loss, physical disability, hearing loss, autism, epilepsy, etc.)

### “Support Person”

- Any person, whether a paid professional, volunteer, guest, or friend, who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services

## Responsibilities

### Senior Management

- Facilitate compliance with this standard
- Provide the support and resources necessary to ensure compliance
- Work to eliminate any discrimination towards persons with a disability
- Promote a supportive and enabling environment for/with persons with disabilities

### EHS (Environment, Health & Safety)

- Facilitate compliance with this standard
- Conduct property/site accessibility compliance audits
- Monitor the process of the multi-year accessibility plan and assist with implementing the rollout
- Provide training on accessibility requirements for all employees
- Collaborate with Property/Site Managers in completing personalized Emergency Plans
- Facilitate property/site accessibility improvements in partnership with property operations

### Property/Site Managers

- Facilitate compliance with this standard
- Ensure employees participate in training
- Partner with EHS to facilitate property/site accessibility improvements
- Ensure persons with disabilities can use any assistive devices and/or bring their service animals and/or support persons on Parkbridge property
- Ensure employees understand their role in supporting and enabling persons with disabilities
- Collaborate with employees and Environment Health and Safety in completing Personalized Emergency Plans (PEP)
- Communicate in a manner that considers specific disabilities
- Provide resident with the opportunity to participate in personalized Emergency Response Plans
- Ensure all operational communications are available to individuals with disabilities who request materials in a format that considers their disability
- Accommodate requests for communications, including forms, guides, agreements and internal materials on its own intranet portal

### Employees

- Comply with this standard
- Participate in training and education sessions
- Immediately report any knowledge or requests for accessibility to their Manager
- Communicate in a manner that considers specific disabilities

## Human Resources

- Work with Management to ensure employees are appropriately accommodated
- Provide appropriate accommodations during the recruitment process to individuals with disabilities
- Ensure all Human Resources' communications are available to individuals with disabilities who request materials in a format that considers their disability
- Accommodate requests for communications, including forms, training material, policies, procedures, and materials on its own intranet portal

## Corporate Communications

- Ensure all Parkbridge corporate communications are available to individuals with disabilities who request materials in a format that considers their disability
- Accommodate requests for corporate communications, including intranet communications, external communications, printed materials, and material on Parkbridge's website

## Providing Goods and Services to Persons with Disabilities

Persons with disabilities may use their own assistive device on Parkbridge property, as long as it does not present a safety risk to anyone on a Parkbridge site (e.g., open flames/campfires and oxygen tanks cannot be in proximity to each other).

## Service Animals/Guide Dogs

"No pet" policies do not apply to service animals.

A resident or guest accompanied service animal/guide dog shall be allowed access to public areas unless otherwise implemented by law, or if the animal presents a safety risk.

## Support Persons

Disability support workers can enter Parkbridge premises provided it does not present a safety risk.

## Accessible Emergency Response

Parkbridge is committed to providing employees with emergency information in an accessible way. Parkbridge will also provide employees with disabilities personalized emergency response information when required.

## Training

Training will be provided to employees who work with the public or third parties on Parkbridge's behalf.

## Notice of Temporary Disruption

Parkbridge will provide notice to customers when there is planned or unexpected disruption(s) to facilities or services impacting people with disabilities.

The notice will be posted in an accessible location at all public entrances and service counters and provide details about the reason for the disruption, the anticipated duration, and further information about alternative facilities or services, if available.

## Feedback Processes

Feedback on how Parkbridge provides goods and services to people with disabilities (and on our feedback process) can be made by online submission, e-mail, verbally, etc.

## Training and Communication

All employees will be informed about their role and trained on the requirements of this standard as part of their Environment Health and Safety orientation.

## Monitor and Evaluation

The EH&S function shall monitor compliance with this procedure on an ongoing basis.

## Appendices

- Personalized Emergency Response Plan