



Boardwalk

# Multi-Year Accessibility Plan

Ontario

## **BOARDWALK MULTI-YEAR ACCESSIBILITY PLAN**

Boardwalk strives to meet the needs of its Associates and Resident Members and is working hard to remove and prevent barriers to accessibility. Boardwalk is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the policies, procedures, and actions that Boardwalk will put in place to improve opportunities for people with disabilities.

Boardwalk began with a clear Mission, to provide Resident Members with quality rental communities, a vision for the future and a commitment to five core values. These Mission, Vision, and Values, coupled with Boardwalk's Golden Foundation, have helped to create a team of Associates who are committed to building better communities.

This accessibility plan is reviewed and updated every 5 years.

### **ONGOING ACCESSIBILITY PLAN INITIATIVES**

#### **Customer Service**

Boardwalk ensures compliance with the Customer Service Standard, focusing on providing our Resident Members an accessible customer service experience.

- Customer Service Associates strive to provide barrier free extraordinary customer service to current and prospective Resident Members.
- Accessible Customer Service training is provided to New Associates as part of the new hire onboarding and training process. We maintain records of the training provided including the dates on which the training was provided. Customer Service Associates are partnered with a Mentor who is available for ongoing guidance and assistance.
- Maintain up to date records and dates of all accessibility training.
- In the event of a service disruption, we ensure information is accessible. Signs and printed notices will be displayed prominently at the entrance to the community and/or other prominent common area locations within the community. Resident Members will also receive communication via the Resident Member portal, Yuhu.
- Communicate with our Resident Members using multiple forms of communication such as telephone, TTY, email, apps and other methods if practical.
- Accommodate Resident Members who require the assistance of a service animal or a support person.
- Request feedback from our Resident Members using various methods such as surveys, community meetings, etc.
- Resident Members and the public can access Boardwalk's Accessibility Policy and Plan on our website, [bwalk.com](http://bwalk.com).

## **Employment**

Boardwalk is committed to fair and accessible employment practices. We will provide accommodation during recruitment, onboarding, training, and duration of employment.

- Applicants are made aware of Boardwalk's accommodation processes at the time of job posting, pre-screen, interview and job offer. Any applicant requiring accommodation will be consulted about their needs and an accommodation plan will be established.
- Boardwalk has a robust return to work policy; we work together with Associates to develop individual accommodation plans to accommodate work related and no worked related issues when necessary. Associates are involved in the development of the plan to ensure we are meeting all of their accessibility needs.
- We request emergency response information from our Associates to assist in the event of emergency. Self identification is voluntary, and the Associate completes a questionnaire to assist with the development of an emergency response plan. Boardwalk will keep a confidential record of all plans. Information is only shared with those individuals assigned to assist in the event of an emergency, with the Associate's consent.
- Boardwalk assesses each accessibility barrier identified individually and determines the necessary steps to minimize or remove the barrier, including accessible formats.

## **Performance Management, Career Development and Redeployment**

Boardwalk continues to consider the accessibility needs of Associates when developing or conducting performance management, career development and redeployment processes.

- We continuously review our existing processes to ensure we are meeting the requirements of the Integrated Accessibility Standard. Leaders are aware of their responsibility to consider the accessibility needs of the Associate when implementing performance management, career development and redeployment processes.

## **Training**

Boardwalk will provide training 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 Associates, volunteers, and other staff members.

- All Associates will receive training on the Customer Service Standard, applicable Integrated Accessibility Standards, and the Ontario Human Rights Code upon hire.
- Boardwalk has developed a Diversity, Equity, and Inclusion page for Associates to access on our intranet. An online Diversity, Equity, and Inclusion training course has been completed by all current Associates and new hires complete during their onboarding and training period.
- Boardwalk will maintain up to date records for all training provided relating to accessibility laws.

## **Information and Communications**

Boardwalk is committed to ensuring our information and communications are accessible to persons with a disability.

- Boardwalk will ensure our process of receiving and responding to feedback is accessible to persons with a disability. All Boardwalk Associates who interact with our Resident Members are aware of our obligation to provide accessible formats and communication supports upon request.
- We will consult with the individual making the request to determine the suitability of the accessible format or communication support, ensuring we consider the individual's needs.
- Boardwalk will notify the public about the availability of accessible formats, emergency plans, procedures, or public safety information.

Boardwalk's website and web content currently conforms to WCAG 2.0 Level AA.

- Boardwalk's Marketing and IT departments will continue to work together to ensure public facing content meets all accessibility requirements.

## **Design of Public Spaces**

Boardwalk will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

We will put procedures in place to prevent service disruptions to the accessible areas of our public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## **CONTACT INFORMATION**

For more information on this accessibility plan, please contact:

Boardwalk, Human Resources  
4074 Breck Avenue, London, ON N6L 1B5  
Phone: 519-953-5103  
Email: [hrontario@bwalk.com](mailto:hrontario@bwalk.com)

Accessible formats of this document are available free upon request from the above noted contact information.