

Boardwalk Rental Communities Accessibility Policy

STATEMENT OF COMMITMENT

Boardwalk Rental Communities is committed to diversity, inclusion and accessibility in everything we do. These core values are paramount to the way we operate our business and come through in the service experiences we create for our Resident Members, both prospective and existing. We are committed to eliminating barriers and improving accessibility for persons with disabilities in a timely manner and we strive to operate and maintain our communities so that they are accessible to all persons with disabilities.

GENERAL

Overall, Boardwalk Rental Communities is committed to providing our services based on the principles of dignity, independence, integration and equal opportunity. We will make reasonable efforts to ensure that our policies, practices and procedures abide by the above principles. In addition, we will strive to ensure that persons with a disability have the same opportunity to access housing and housing services, in a similar way as other members of the public.

We understand that information in relation to an individual's disability is personal and private and we are committed to dealing with such information in a confidential manner.

ACCESSIBLE CUSTOMER SERVICE STANDARDS

- Information and Communication
- Assistive Devices
- Use of Service Animals and Support Persons
- Notice of Disruption in Service
- Training
- Feedback Process

INFORMATION AND COMMUNICATION

Boardwalk Rental Communities will communicate with people with disabilities in ways that take into account their disability. We will endeavour to provide communications in accessible formats as well as communication supports to a person with a disability. In addition, we will train our Associates and partners on how to interact and communicate with people with various types of disabilities.

We offer our Resident Members various accessible options for making rental payments such as pre-authorized payment, post-dated cheques, and on-line payments.

Boardwalk Rental Communities is committed to maintaining an accessible website in accordance with the requirements and deadlines specified in the *Integrated Accessibility Standards Regulation (IASR)*.

ASSISTIVE DEVICES

A person with a disability may use their own assistive devices to access any Boardwalk Rental Communities property, except where the assistive device may pose a risk to the health and safety of the person with a disability or others on the premises. Boardwalk may also provide other measures to help and individual within their apartment suite such as safety grab bars in the bathroom. It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Service Animals

A person with a disability who is accompanied by a service animal will be allowed access to Boardwalk Rental Communities premises so long as it is not otherwise excluded by law. While on site, it is the responsibility of the person with the service animal to ensure care and control of the animal at all times. In addition, we will train our Associates and partners on how to interact with people who are accompanied by a service animal.

Support Persons

A Person with a disability may enter any Boardwalk Rental Communities premises accompanied by a support person and may have access to that support person at all times. The company may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others.

Given the nature of information that may be discussed in the presence of a support person, consent from the person with a disability is required when communicating private issues related to the person with a disability.

NOTICE OF DISRUPTION IN SERVICE

Boardwalk Rental Communities will make reasonable efforts to provide Resident Members with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The company may not be able to give advance notice in the case of an emergency disruption.

In order to ensure information is accessible, the signs and printed notices will be clearly laid out and displayed prominently at the entrance to the community and/or at other prominent common area locations within the community.

TRAINING

Boardwalk Rental Communities will ensure that all persons to whom this policy applies receive training as required by the *Accessibility for Ontarians with Disabilities Act*. In addition, training will

be provided on a continuous basis to all newly hired Associates and partners of Boardwalk Rental Communities as part of our ongoing process. The Human Resources Department will keep records of the training outlining the nature of training, date of training and individuals who attended.

Training will include, but is not limited to:

- An overview of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the *Customer Service Standard*;
- Information on how to interact and communicate with people with various types of disabilities;
- Information 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;
- Information on how to use the equipment or devices on site to assist a person with a disability;
- Information about Boardwalk Rental Communities' policies and procedures pertaining to the services offered to persons with disabilities;
- An overview of *The Ontario Human Rights Code* and the *Integrated Accessibility Standards Regulation*.

Training will be provided as soon as practicable upon an individual being hired, as well as on an ongoing basis as changes occur to the company's policies, procedures and practices in dealing with persons with disabilities.

FEEDBACK PROCESS

Boardwalk Rental Communities welcomes feedback, including feedback about the delivery of our services to persons with disabilities. We will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. All prospective and existing Resident Members can submit feedback or questions to 1-800-310-WALK (9255), via fax to 403-531-9565, via email on website, via live chat on website or in person to any one of our locations.

AVAILABILITY & FORMAT OF DOCUMENTS

All documents required by the *Accessibility for Ontarians with Disability Act*, including this Accessibility Policy are available upon request or may be accessed on the Boardwalk Rental Communities website at www.bwalk.com

If Boardwalk Rental Communities is required by legislation to provide a copy of a public document to a person with a disability, the company will take into account the person's ability to access the information and will provide the public document or information contained in the public document in a format that meets those needs as agreed upon with the person.

MODIFICATIONS TO THIS OR OTHER POLICIES

Boardwalk Rental Communities is committed to developing policies that respect and promote the dignity, independence, integration and equal treatment of people with disabilities. Boardwalk Rental

Communities retains the right to amend or change our policies at any time; however, any such change will only be made after considering the impact on people with disabilities.

For more information visit:

<http://www.aoda.ca/>

PDF of Boardwalk Rental Communities' Accessibility Policy