



Boardwalk Rental Communities

Multi-Year Accessibility Plan

Ontario

Multi-Year Accessibility Plan for Boardwalk Rental Communities

This 2014-2021 accessibility plan outlines the policies and actions that Boardwalk Rental Communities will put in place to improve opportunities for people with disabilities.

About Boardwalk Rental Communities

Over 30 years ago Boardwalk Rental Communities 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. Whether it is a local Community or a global one, Boardwalk Associates approach it with the same foundation and aim to build and strengthen it.

Boardwalk's Golden Foundation has been a major contributing factor to over two decades of success. We are proud to have a team of Associates who are committed to our Mission, Vision and Values and strive to live out our Golden Foundation each day.

Statement of Commitment

Boardwalk Rental Communities is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Boardwalk Rental Communities is committed to providing our resident members with publicly available emergency information in an accessible way upon request. We will also provide associates with disabilities individualized emergency response information when necessary.

Training

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

Boardwalk Rental Communities will take the following steps to ensure Associates are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- All Associates will receive training on the Customer Service Standard, the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code upon hire.

- Boardwalk Rental Communities will document and track all training provided relating to the AODA.

Kiosks

Boardwalk Rental Communities will take the following steps to ensure Associates consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

- Boardwalk Rental Communities does not currently use any electronic devices that would fall under the definition of kiosk. If in the future we implement the use of self service kiosks, we will ensure that accessibility features are included in the design. Features such as technical, structural and the access path to the Kiosk will be considered.

Information and Communications

Boardwalk Rental Communities is committed to meeting the communication needs of people with disabilities.

Boardwalk Rental Communities will make all new internet websites conform to WCAG 2.0 Level AA by January 1, 2014. Further, we will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Evaluate key websites accessible to the public against WCAG 2.0. When developing new internet websites and refreshing existing internet websites, Boardwalk Rental Communities will take into account the applicable WCAG requirements.

Boardwalk Rental Communities will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- All Boardwalk Associates who deal with our Resident Members will be made aware of our obligation to provide accessible formats and communication supports upon request for receiving and responding to feedback.

In addition, we will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Boardwalk Rental Communities has convened a working committee to help identify information formats and delivery methods we currently use, and to develop consistent processes for providing and arranging for suitable alternative formats or communication supports.

Employment

Boardwalk Rental Communities is committed to fair and accessible employment practices.

We will take the following steps by January 1, 2016 to notify the public and staff that, when requested, Boardwalk Rental Communities will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Boardwalk Rental Communities is currently reviewing existing recruitment and hiring practices to determine how we can best meet the requirements of the Integrated Accessibility Standards Regulation prior to the AODA compliance deadline.

Boardwalk Rental Communities will take the following steps by January 1, 2016 to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Boardwalk Rental Communities is currently reviewing existing return to work practices to determine how we can best meet the requirements of the Integrated Accessibility Standards Regulation prior to the AODA compliance deadline.

We will take the following steps by January 1, 2016 to ensure the accessibility needs of employees with disabilities are taken into account if Boardwalk Rental Communities is using performance management, career development and redeployment processes.

- Boardwalk Rental Communities is currently reviewing existing performance management, career development and redeployment practices to determine how we can best meet the requirements of the Integrated Accessibility Standards Regulation prior to the AODA compliance deadline.

Boardwalk Rental Communities will take the following steps to prevent and remove other accessibility barriers identified.

- Assess each accessibility barrier identified individually and determine the necessary steps to take in order to minimize or remove the barrier.

Design of Public Spaces

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

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

We will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Boardwalk Rental Communities is currently reviewing the requirements of the Integrated Accessibility Standards Regulation – Design of Public Spaces to determine how they apply to our organization and how we can meet the AODA compliance deadline.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information:

For more information on this accessibility plan, please contact:

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