

# MULTI-YEAR ACCESSIBILITY PLAN (AODA)

APPROVED: November 13, 2023

LAST REVIEWED: October 2023

## INTENT

This Multi-Year Accessibility Plan outlines the steps BlueStone Properties is taking to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

This plan is reviewed and updated once every 5 years.

## STATEMENT OF COMMITMENT

BlueStone Properties strives at all times to provide its services in a way that respects the dignity, independence, integration and equal opportunity of people with disabilities. We are also committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access our programs, goods and services. This includes clients (tenants), employees, students, volunteers, 3<sup>rd</sup> party service providers, the general public and any other persons dealing with the organization.

## CONTACT

If you have any questions or concerns about this accessibility plan, or you would like to submit feedback, please contact:

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Standard and accessible formats of this document will be provided upon request.

## PAST ACTIONS TO REMOVE & PREVENT BARRIERS

BlueStone Properties has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

### Customer Service

BlueStone has maintained ongoing compliance with AODA Customer Service Standards.



## Employment

BlueStone remains committed to supporting all accommodation requests from applicants throughout the recruitment and selection process.

BlueStone follows a written procedure to support employees who require an accommodation plan. We also have a written process for reviewing and revising employee accommodation needs when required. BlueStone continues to take a collaborative and consultative approach when developing accommodation and return to work plans with employees.

## Training

All employees receive the following training within their first 2 weeks of employment with BlueStone Properties:

- AccessForward “Customer Service Standard” training
- Ontario Human Rights Commission “Working Together: The Ontario Human Rights Code and the AODA” training

## Design & Maintenance of Accessible Public Spaces

BlueStone has implemented preventative maintenance software to ensure that routine preventative maintenance is performed on all areas and systems of the properties, including accessible public spaces. In the event of a temporary disruption, BlueStone Properties alerts the public with signage that includes:

- The reason for disruption
- Its anticipated duration
- A description of the closest available accessible element

Notice is provided in an accessible format upon request.

BlueStone Properties plans to take or is working toward the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

### Customer Service

BlueStone will continue to follow the AODA *Integrated Accessibility Standards Regulation* to meet the needs of customers.

### Information and Communications

BlueStone will continue to uphold accessibility standards for all internal and external communications.

## NEW & ONGOING INITIATIVES



### **Employment**

BlueStone is partnered with ATN, an organization that works to connect trained individuals with disabilities to meaningful employment opportunities in the community. We firmly believe in ATN's mission and will be working with them for future job vacancies and recruitment efforts.

### **Training**

BlueStone plans to explore additional accessibility training for managers and employees in the next 1-3 years. Suggested training modules include:

- Information and Communications Standards
- Employment Standards
- Design of Public Spaces Standards

Additional training on accessibility requirements will help to broaden our understanding of all Ontario accessibility regulations and ensure ongoing compliance.

### **Diversity, Equity & Inclusion**

BlueStone firmly believes in the principles of diversity, equity and inclusion (DEI). As part of our commitment to DEI, we have three primary objectives to be developed and implemented over the next 1-3 years:

- Diversity, Equity & Inclusion Framework
- Training sessions for managers and employees (provided by specialists in the fields of employment and human rights law)
- Ongoing coaching for managers on inclusivity

These objectives were created to promote education and awareness of DEI, and to encourage open and honest conversations around topics of DEI. The objectives will cover a range of topics, including the treatment of persons with disabilities and methods for preventing discrimination.

### **Design of Public Spaces**

BlueStone Properties will continue to follow all accessibility regulations pertaining to the design, construction and maintenance of public spaces.

### **Policy Updates**

BlueStone will continue to review our policies on a regular basis and keep up with any updates in legislation.