Accessibility Policy

Statement

Killam Apartment REIT ('Killam') is committed to inclusion, providing equal access, and encouraging participation for people with disabilities. We will remove and prevent barriers, provide accessible options in a timely manner, and meet our accessibility requirements under federal and provincial law.

Killam is committed to fulfilling its current and ongoing obligations under provincial human rights codes respecting non-discrimination, and its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 ('AODA'). It is recognized that Killam's responsibility under AODA does not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

While the AODA Act has provided guidance in the development of this policy, the policy applies to operations in all provinces, and will be reviewed regularly, and adapted, should a higher provincial standard be introduced.

Application

This policy applies to all employees of Killam Apartment REIT. The expectations and service standards outlined in this policy apply to all Killam employees, prospective employees, residents and prospective residents, and any others who obtain services or employment from Killam Apartment REIT.

Accessible Customer Service Standard

Killam is committed to excellence in service. Our accessible customer service standards are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

We are committed to inclusive service in the following areas:

1. Training

a. Killam will ensure that all persons to whom this policy applies receive training as required by the Accessibility for Ontarians with Disabilities Act.
b. Training will be provided on a continuous basis to all newly hired employees of Killam as part of our onboarding process.
c. Killam will keep records of the training, outlining the nature of the training, date of the training, and the individuals who attended.
d. The training of our employees on accessibility relates to their specific roles.
e. The training will include, but is not limited to:
    i. Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
    ii. Information on how to interact and communicate with people with various types of disabilities.
    iii. 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.
    iv. Information on how to use the equipment or devices on site to assist a person with a disability.

v. Information about Killam Apartment REIT's policies and procedures pertaining to the services offered to persons with disabilities.

2. Assistive Devices

a. A person with a disability may use their own assistive devices to access any Killam 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.
b. Killam will ensure its on-site employees are trained and familiar with various assistive devices that are on its properties.

- It is the responsibility of the person with a disability to ensure that their assistive device is always operated in a safe and controlled manner.

3. Self-service Kiosks

- In all developments and major renovation projects, self-service kiosks, such as debit machines, laundry machines and parking machines shall be placed in accessible locations.

4. Information and Communications

a. Killam will communicate with people with disabilities in ways that consider their disability.
b. Killam will endeavor to provide communication in accessible formats and will work with the person with disabilities to determine what method of communication works for them.

5. Service Animals

a. Killam welcomes people with disabilities and their service animals.
b. Service animals are allowed on Killam premises so long as it is not otherwise excluded by law.
    i. While on site, it is the responsibility of the person with the service animal to always ensure care and control of the animal.
c. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated government authority that confirms the person needs the service animal for reasons relating to their disability.

6. Support Persons

a. A person with a disability may enter any Killam property accompanied by a support person and may always have access to that support person.
b. In certain cases, Killam may require a person with a disability to be accompanied by a support person 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.
c. 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.

7. Notice of Disruption in Service

a. Killam will make reasonable efforts to provide its tenants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

b. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
c. The company may not be able to give advance notice in the case of an emergency disruption.
d. 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 building and/or at other prominent common area locations within the property.

8. Feedback Process

a. Killam welcomes feedback, including feedback about the delivery of our services to persons with disabilities.
b. Customer feedback will help us identify barriers and respond to concerns. Killam will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner.
c. All prospective and existing tenants can submit feedback or questions to 1-866-453-8900, via email on website, or in person to any one of our locations.

9. Availability of Documents

a. 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 Killam Apartment REIT website at www.killamreit.com.
b. If Killam is required by legislation to provide a copy of a public document to a person with a disability, the company will consider 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.

10. Employment

a. Killam will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.
b. Killam will notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
c. Updated information will be provided to employees whenever there is a change to existing policies on the provision of job accommodation, that takes into account an employee's accessibility needs due to a disability.
d. Killam's performance management, career development and reassignment processes will consider the accessibility needs of all employees.

Review of Existing Policies

Killam Apartment REIT is committed to developing policies that respect and promote dignity, independence, integration, and equal treatment of people with disabilities. Killam retains the right to amend or change our policies at any time; however, any such changes will only be made after considering the impact on people with disabilities.

This document is publicly available. Accessible formats are available upon request.