



ACCESSIBILITY POLICY

Statement of Organizational Commitment

Centennial Homes is committed to ensuring that people with disabilities are able to participate and given equal access to our services and facilities and are treated in a manner that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner. We will meet our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws by removing and preventing any barriers to accessibility.

Centennial Homes is committed to meeting its present and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Centennial Homes understands that the obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its standards for accessibility do not limit or substitute its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Centennial Homes is committed to providing excellence in goods and services to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and give equal opportunity for people with disabilities.

Training

We are committed to training all staff and any new hires all the policies related to providing accessible customer service, other accessible standards for Ontario, and aspects of the Ontario Human Rights Code that relate to people with disabilities.

Training includes:

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
- our customer service standards policy
- how to communicate and interact with persons with various kinds of disabilities
- how to interact with people that use an assistive device or require the assistance of a service animal or a support person
- how to come up with a solution if a person with a disability is having difficulty accessing our services or facilities.

A record of training provided with dates will be kept in their employee file.



Assistive Devices

People with disabilities may use their personal assistive devices while accessing our services or facilities.

Communication

We will communicate with people with disabilities in ways that take their disability into account, and we will use the best method that works best for them.

Service Animals

People with a disability can be accompanied by a guide dog or service animal on all parts of our premises that are open to the public. Our staff may ask for documentation (letter or other form) from a regulated health professional that confirms that the service animal is required for reasons related to their disability or when we cannot readily identify that an animal is a service animal.

Support Persons

A person with a disability may be accompanied by a support person while on our premises.

Notice of Temporary Disruption

We will provide notice if there is a planned or unexpected disruption that occurs to our service or facilities that may be used by customers with a disability. Customers will be notified with the nature of the disruption, the anticipated duration, and a description of alternative services, if available.

Feedback Process

Centennial Homes welcomes all feedback on how we provide accessible customer service, and this will help us to identify barriers and concerns. This may be done in person, through email, by phone or through our website. All concerns and complaints will be taken into consideration, and it will help us to ensure that there are no barriers to providing the best possible service and access to our facilities to people with disabilities.

Notice of Availability of Documents

We will provide documents in an accessible format or with communication support on request. We will consult with the person making the request to determine the suitable format or communication required and this will be done in a timely manner. If information is unconvertible, we will inform the requestor with a reason why it cannot be converted and a summary of the unconvertible information or communications.

Employment

All employees, job applicants, and the public will be made aware that accommodations can be made during the recruitment and hiring process for applicants with disabilities. We will consult with the applicants to ensure that a suitable accommodation is provided.



We will provide information as soon as we are aware of the accommodation requirements needed due to an employee's disability.

Where needed, customized emergency information will be provided to help an employee with a disability during an emergency.

We have a return-to-work process for employees who are absent due to a disability in order to return to employment.

Design of Public Spaces

We will meet all accessibility laws when building or making major changes to our facilities. This includes accessible parking, exterior paths of travel (sidewalks), service and waiting areas.

Changes to Existing Policies

Any policies that do not respect and promote the integration, dignity, independence, and equal opportunity for persons with disabilities will be removed.

This document is publicly available and accessible formats will be available upon request.