

CentreCourt Developments
Accessibility for Ontarians with Disabilities
Multi-Year Plan

This 2024-2029 accessibility plan outlines the policies and actions that CentreCourt Developments will put in place to improve opportunities for people with disabilities.

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1. Statement of Commitment

CentreCourt is committed to providing products and services that respect the dignity and independence of individuals with disabilities. CentreCourt will aim to ensure equal access, either integrative or through alternative means when necessary. Individuals with disabilities will receive the same quality and timely service as others, emphasizing a commitment to inclusivity and nondiscrimination.

2. Accessibility Policy

CentreCourt pledges to make all publicly available emergency information accessible upon request. CentreCourt is committed to providing employees with disabilities personalized emergency response information as needed and appropriate. This commitment ensures that everyone, including individuals with disabilities, can access crucial emergency information and receive tailored response details for their safety.

CentreCourt is dedicated to achieving accessibility in compliance with the requirements of the Integrated Accessibility Standards (IAS). The organization commits to meeting the accessibility needs of persons with disabilities promptly. To fulfill this commitment, CentreCourt will develop, implement, and maintain policies outlining its approach to accessibility in alignment with IAS requirements. These policies will be clearly articulated in one or more written documents. These documents will be made publicly available and provided in an accessible format upon request, ensuring transparency and accessibility to all stakeholders, including those with disabilities.

This reflects CentreCourt's dedication to creating an inclusive environment and meeting the diverse needs of individuals with disabilities in a timely and accessible manner.

3. Training

(a) CentreCourt is committed to ongoing training on the required standards for employees, volunteers, contractors, and others engaging with the public or providing services to people with disabilities. Training will include requirements of the IAS, the Human Rights Code, and Accessibility for Ontarians with Disabilities Act (AODA) Policies as required by the IAS.

(b) New staff or those taking on roles involving public interaction will receive training as part of their orientation to ensure compliance with these standards. CentreCourt will keep record of the training provided to existing employees, including dates on which the training was provided.

4. Information and Communications

CentreCourt commits to providing or arranging accessible formats and communication supports upon request to make its communications and information about goods, services, and facilities accessible to persons with disabilities. This includes providing these services in a timely manner. CentreCourt also ensures consultation with the person making the request to determine the suitability of the accessible format or communication support and notifies the public of the availability of these services.

5. Employment

CentreCourt is dedicated to ensuring fair and accessible employment practices. This commitment underscores the company's pledge to create an inclusive and equitable workplace environment for all individuals.

(a) CentreCourt is committed to improving all recruiting channels (through 2024) to ensure that applicants are well-informed. CentreCourt will actively communicate that accessibility accommodations are available for applicants with disabilities upon request.

(b) CentreCourt will continue to maintain and enhance, as necessary, a process for creating individual accommodation plans for employees with disabilities. This includes those with temporary disabilities, in coordination with our existing return-to-work program. These plans will encompass essential emergency response information and a comprehensive annual strategy for seeking voluntary feedback from employees who may have undisclosed disabilities. This commitment reinforces our dedication to fostering an inclusive and supportive work environment for all employees.

6. Return to Work Process

A comprehensive Return to Work (RTW) process for employees with disabilities involves the following:

- Prompt notification of disability-related absences
- Provision of medical documentation
- Collaborative discussions to identify reasonable accommodations
- Development of a detailed plan with input from the employee and healthcare professionals
- Engagement with healthcare providers as needed for additional insights
- Offering any necessary training to facilitate a smooth return
- Providing support services to aid the employee's readjustment
- Regular check-ins to monitor progress and make adjustments as required
- Thorough documentation for record-keeping and legal compliance
- Ensuring confidentiality regarding the disability and accommodations.

This structured approach ensures a supportive and compliant return for employees with disabilities.

7. Designs of Public Spaces

CentreCourt, in compliance with applicable statutes and codes, commits to meeting the Accessibility Standards for the Design of Public Spaces when constructing or significantly modifying public spaces.

This commitment extends to various areas, including but not limited to exterior paths of travel, off-street parking, and locations where services are rendered.

8. Policy Modifications

CentreCourt is committed to upholding customer service policies that respect the dignity and independence of all individuals with disabilities. Any modifications to this policy will be made with careful consideration of their impact on persons with disabilities. The public can access these policies, practices, and procedures on the company's website at <https://centrecourt.com/accessibility/>. This commitment reflects a dedication to transparency and inclusivity in serving individuals with disabilities.