

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.

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, nondiscrimination and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Past Accomplishments

CentreCourt's previous multi-year accessibility plan covered the period of 2019 – 2023.

Examples of progress achieved under this plan include:

2019 - 2020

Organization was fewer than 50 employees

2021

Provided mandatory accessibility training for employees on how to provide quality service to persons with disabilities

2022

Enhanced all recruiting channels (through 2022) to better inform applicants that, upon request, accessibility accommodations for applicants with disabilities are available.

2023

Made website more accessible, launched new website in December of 2023

2024-2029 Multi-Year Initiatives

The multi-year initiatives set out in this plan continue the foundational work of previous plans and incorporate new ideas to address persistent barriers to accessibility.

The initiatives fall under eight key areas stemming from legislative obligations:

- Accessibility Policy & Accessibility Training
- Information and Communications
- Employment
- Return to Work Process
- Designs of Public Spaces

Part 1 – General Requirements

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.

Item	Activity	Status
1	Establish and maintain a policy that governs how the organization will meet the accessibility requirements in IASR and make it publicly available. (S.3 IASR)	Complete. The policy is available on CentreCourt's website.
2	Create a multi-year plan outlining the organization's strategy to prevent and remove barriers and meet requirements under IASR and post plan on the website. Update the plan at least every 5 years (S.4 IASR)	Complete. The policy is available on CentreCourt's website.

Accessibility 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.

Item	Activity	Status
1	Delivery training on AODA and the Ontario Human Rights Code to all employees, volunteers, and persons who provide goods, services, or facilities on behalf of the organization as required (S.7 IASR)	Ongoing. Training is provided to all new employees of CentreCourt. Ongoing training is provided in respect of changes to policies.
2	Maintain records of training, including dates and number of people trained (S. 7 IASR)	Complete

Part 2 - Information and Communication Standards

CentreCourt commits to providing or arranging accessible formats and communication support upon request to make its communications and information about goods, services, emergency procedures, plans or public safety information 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.

Item	Activity	Status
1	Upon request, provide or arrange for information in accessible formats and/or communication support for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports (S. 12 IARS)	Ongoing. CentreCourt accommodates requests for accessible formats and communication supports and notifies the public on its website.
2	Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communications supports. Notify the public about feedback processes and accessibility. (S.11 IASR)	Ongoing, Review in 2025. CentreCourt has feedback processes accessible to persons with disabilities. CentreCourt includes details about its feedback process on its website.
3	In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request (S. 13.1 IASR)	Complete, review annually. Post Emergency Procedures, Plans or Safety information in an area where it is available to the public.

4.	Preventative and emergency maintenance procedures will be established for the accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives. (s. 80.44 IASR)	Ongoing, to be reviewed annually
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Part 3 – Employment Standards

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.

Item	Activity	Status
1	Notify employees and the public that accommodations are available upon request for applicants during the recruitment process. (S 22 and 23 IASR)	Complete. Job postings and new hire orientation includes information about accessibility policies.
2	All successful applicants are notified about the organization's policies for accommodating employees with disabilities. (S. 24 IASR)	Ongoing. Offer letters and new hire orientation includes information about accessibility policies.

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 accommodation.

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

Item	Activity	Status
1	Process to outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work. (S.29 IASR)	Complete, review in 2026. Process exists to accommodate return to work for employees with a disability.

Part 4 - 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.

Item	Activity	Status
1	Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for Design of Public Spaces. (S.80.41 and S. 80.43 IASR)	Complete, review in 2027

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. This commitment reflects a dedication to transparency and inclusivity in serving individuals with disabilities.

