

# Sifton Properties Limited

## Accessibility Plan | April 2024

### 1. Purpose

To identify, remove and prevent barriers to people with disabilities who live, work in or use our properties and services, including all tenants, customers, employees and members of our communities.

### 2. Objectives

- Describe the process by which Sifton will identify, remove and prevent barriers to people with disabilities.
- Review efforts at the individual sites to prevent and remove barriers for people with disabilities over the years.
- Describe measures that Sifton and the sites will take in the coming years to identify, remove and prevent barriers to people with disabilities.
- Describe how Sifton and the sites will make this accessibility plan available to the public.

Sifton Properties Limited will endeavor to remove barriers to people with disabilities within the confines of available human and financial resources.

### 3. Description of Sifton Properties Limited

Using our experience and reputation as a premium quality home builder, we have diversified into office construction and leasing, residential rental accommodation, seniors' retirement accommodation, private golf community, land development and property management.

### 4. The Senior Management Committee

The Senior Management Committee was created to:

- Review and approve new and ongoing policies, programs, practices and services to ensure barriers are eliminated for people with disabilities;
- Identify barriers that will be removed or prevented in the coming years;
- Describe how these barriers will be removed or prevented in the coming years;
- Prepare a plan on these activities, ensure all sites make their plan site-specific in areas they have identified;
- Ensure plans are available to the public;
- Provide support and guidelines to the sites for education, training, identification of barriers and audit tools;
- Develop policies and procedures to be used in all the sites to support an accessible environment; and
- Review, revise and change the accessibility plan as required in the coming years.

The Committee has representation and consultation in all areas of operation in the Sifton offices, and corporate office.

## 5. Sifton Properties Limited, Sifton commitment to accessibility planning

The senior management is committed to:

- The continual improvement of access to our properties, policies, programs, practices and services for tenants, staff, customers, and members of our communities;
- The participation of people with disabilities in the development and review of our accessibility plan annually;
- Ensuring our policies and practices are consistent with the principles of accessibility; and
- The continued support of an accessibility Management Committee.

The President has authorized the preparation of the accessibility plan that will enable the Company to meet these commitments. The following have and will be considered/consulted in the process of barrier identification/ removal initiatives:

- Latest building code requirements
- Tenant, staff, customer and visitor feedback
- Site audits identifying existing barriers
- Consultations with representatives from the disabilities community to ensure design solutions and programs are sensitive to their needs as needed
- A philosophy that removes or reduces accessibility barriers to tenant/resident, staff and visitor communication
- Impact of architectural and building system elements on accessibility
- Resources and information provided from Access On

## 6. Accessibility Plan Initiatives

The table below identifies the standard the action addresses as defined under the new Ontarians with Disabilities Act, 2005. The plan includes common areas but each site will revise their plan to include all areas they identify in their on-site audits.

### **Standards and Definitions:**

**Customer Service:** Refers to delivering service to the public and could include business practices and employee training.

**Built Environment:** Refers to access to, from and within buildings, and outdoor spaces, and could include heights, aisle/doors widths, parking, and signs as well as pedestrian access routes and signage.

**Employment:** Refers to hiring and retraining employees, and could include employment practices, policies and procedures.

**Information and Communications:** Refers to but is not limited to, information and communication provided to the customer or user through print, telephone, electronically, and in person.

**Transportation:** Refers to the modes of passenger transportation within provincial and municipal jurisdiction.

## Accessibility Plan Initiatives – Ongoing

Action	Description	Expected Outcome	“Standard”
Educate staff regarding the needs of individuals with a disability and the assistive devices/ resources available.	Include training in the customer service module, Employee Hand Books found on employee site.	Staff are more aware of the needs of the disability community and resources/tools available	Customer Service Information and Communication
Increase awareness with staff regarding how to create a barrier free environment	A building audit was developed to have all offices assess their barriers and start to develop plans to address (General Physical Environment Assessment)	All managers have taken the audit to their areas - completed and review as needed.	All standards
Provide additional education on hire for staff to increase understanding of serving individuals with disability	Develop an orientation presentation to be viewed on hire using e-learning module and recorded in LMS system.	Awareness at orientation established	All standards
Review existing policies and identify need for development	Review existing manuals for any updates to requirements for each policy to include accessibility.	Amendments to be made as needed through recognized process.	All standards
Make the Sifton website more accessible	Research what the public sector has done and discuss with IT options to implement Redesign, as needed, the web site with features to assist the disabled community, include resources, screen design, translation, or audio casts	Consult with community support agencies such as CNIB and review for comment and suggestions	Information and Communication Customer Service
Create access to interpretation services to improve communication	List staff, family, volunteer interpreters. Language line phones can be available for access to	Each site to access and implement	Customer Service Information and Communication

Action	Description	Expected Outcome	“Standard”
	on the phone interpreters Contact the Canadian Hearing Society to arrange for ASL interpreter when needed.		
Need to create more options and more direct access to interpretation services to improve communication for our customers.	Develop a list of employee designates to help as interpreters in each office site. Sites can contact the Canadian hearing Society to arrange for an ASL interpreter when needed and review TTY phones and products.	Staff will be better able to respond to the interpretation needs of customers and more effectively communicate.	Information and Communications  Customer Service
Policies and procedures need to be reviewed to ensure that they are inclusive.	Review is ongoing and at least every 2 years to continue to ensure that related policies are inclusive and up to date.	Amendments as they are developed will ensure all sites implement best practices.	Employment  Customer Service
Staff need a forum to ask questions and address concerns pertaining to people with disabilities.	All sites will solicit feedback from staff on addressing concerns and answering questions, this will be further enhanced by the Accessibility Audit and education plans at each site.	Continued improvements to all processes by receiving feedback and developing actionable processes, updating employee materials.	All standards
All new buildings will meet accessibility standards, voice, lighting textures, signage needs etc. to be pursued if required.	Each site to complete physical audit to identify areas that can be improved. New sites built with AODA guidelines in place.	Sites will work through capital budgets and process changes to implement improvements identified.	Customer Service
Elevators have adequate lighting and buttons that	Improvements will be made to existing elevators as they are rebuilt		Built Environment

Action	Description	Expected Outcome	“Standard”
are voice activated.	through capital.		
All sites will audit accessibility needs and review in capital planning.	Sites to review all areas of the environment and determine needs.	Every site will review their audits and determine Action plans for implementing; update and change plan as needed.	
Customers with disabilities including speech, language and learning may have trouble communicating/ understanding information and reading written documentation.	Through education, encourage staff to utilize a variety of strategies for effective communication. Review current methods of communication and establish additional methods where possible.	Communication will continue to be improved.	Information and Communications Customer Service
Every site will review the physical audit to determine any improvements to reduce barriers for location and tour.	Way finding and signage will be enhanced if identified and capital resources will be considered.	Staff will be educated on communicating building access changes to people with disabilities.	Customer Service
Staff need ongoing education to ensure that everyone is aware of how to effectively interact with people with disabilities and ensure a barrier-free environment.	Develop learning tools including on line access for all staff to complete yearly to ensure education needs are met.	Staff will be more aware of how to provide accessible care that is free of barriers to people with disabilities.	Customer Service
The disability community supports to be further involved in any initiatives to improve care.	Individuals from the disability community may be invited to speak at key times/employee functions throughout the year. The company will consult with community resources and	Best practices will be developed and implemented with consultation from the groups with the expertise in specific disabilities.	Customer Service All standards

Action	Description	Expected Outcome	“Standard”
	groups as needed to ensure we continue to improve services.		
Solicit feedback and monitor improvements in reducing barriers.	Individuals from the disability community will be asked to provide feedback on how well we are meeting their needs.	Review all feedback and as possible include in home plans.	All standards

As part of the implementation of the barrier-free initiatives identified all sites will develop a plan to assist in educating staff, customers, tenants or others which may include:

- In-person meetings
- Diversity internet sites
- Hard copy resources at key locations
- Orientation process
- Safety meetings
- Joint Health and Safety Committee, as applicable

**7. Review and monitor process**

The accessibility plan will be reviewed annually by the Joint Health and Safety Committee (as applicable) and Senior Committee to review progress.

Ad hoc meetings will be arranged on an as needed basis.

**8. Communication of the plan**

Sites will provide feedback from Accessibility Audit internal findings in customer surveys and audits.

Every site will review the Sifton plan and include their site-specific initiatives, as applicable.