

# Venterra Realty (Canada) Inc.

## Multi-Year Accessibility Plan (2021-2026)

### ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Venterra is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA” or the “Act”). The 2021-2026 Multi-Year Accessibility Plan outlines the specific requirements of how Venterra will actively work on removing barriers for people with disabilities who come to Venterra.

The plan outlines the policies, achievements, and actions that Venterra has taken and the work underway to improve opportunities for people with disabilities.

The Multi-Year Accessibility Plan has been organized around the following general requirements of the AODA, with priorities and commitments as stated below:

- General Requirements
- Training
- Information and Communication Standards
- Employment Standards
- Review and Monitoring Process

### STATEMENT OF COMMITMENT

Venterra will provide the opportunity for all employees, clients, and visitors to identify needs related to their disabilities and ensure that these needs are accommodated in a manner that supports the dignity of the individual. This will be reflected at Venterra through the ongoing training and specific policies and procedures that incorporate measures to identify and remove barriers for people with disabilities.

An accessible Venterra is defined as:

- Persons with disabilities are able to receive services and goods in a manner that meets their needs.
- Information and communications are available in accessible formats to all employees, clients and visitors.
- Persons with disabilities who are employed or wish to be employed at Venterra can participate fully in the Venterra candidate and employee experience.
- Persons with disabilities are able to physically access the space, inside and outside, of Venterra.
- All persons are able to provide feedback to Venterra on their experience and concerns that are related to issues of accessibility.

## I. General Requirements

### (i) Accessible Emergency Information

Venterra is committed to providing any visitors, clients and employees with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

Venterra will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employees consent, the workplace emergency response information will be given to the designated employee.

Venterra has created a process for documenting issues of accessibility and providing accommodation for individualized workplace emergency response information. Venterra will continue to review the individualized workplace emergency response plans when necessary i.e. the location of the employee changes and/or there is a change in disability.

### (ii) Accessibility policies and plans

Venterra has developed and implemented a Multi-Year Accessibility Plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities. The Multi-Year Accessibility Plan will be available on Venterra's website and available in accessible formats upon request.

## II. Training

Venterra is committed to ensuring all employees and those who provide service on behalf of Venterra will provide those services in a manner respecting the accessibility needs of those using the services. Training is an integral function of ensuring that all employees have the necessary skills and tools to provide the service in that manner. All leaders and employees will be required to complete the Accessibility Standards online course, "Working Together: The Code and the AODA" available through the Ontario Human Rights Commission.

Venterra has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with disability.
- Employees will complete an online training course every year.
- New employees will complete training within 30 days of employment or placement.
- Keep and maintain a database of the training participants' names and dates of completion.

### **III. Information and Communications Standard**

Venterra is committed to meeting the communication needs of people with disabilities. We will review opportunities to add an additional lens through external consultants, AODA recommendations or involving people with disabilities to get insights on how we can communicate better with all our employees, clients and visitors. We want to achieve the most effective and efficient access to information for all users.

Venterra has undertaken the following plans to ensure compliance with this standard:

- A feedback process will be established that is accessible; alternate formats will also be available such as telephone, mail and in-person.
- We are taking steps to make sure all publicly available information is made accessible upon request.
- We aim to make our websites accessible to everyone and working towards developing webpages and web content on our websites in conformance with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

### **IV. Employment Standard**

Venterra is committed to inclusive and accessible employment practices. We have taken the following steps to notify the public and employees that, when requested, Venterra will accommodate people with disabilities throughout the recruitment and throughout the onboarding process.

#### **(i) Recruitment**

Venterra ensures that our recruitment and assessment processes are fair and accessible. The following are measures that Venterra has taken to ensure compliance with this standard:

- Identify that accommodation is available for applicants with disabilities in recruitment material and throughout the recruitment process.
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees soon after hiring.
- Consult with the individual employee to determine suitability of format or support.

#### **(ii) Documented Individual Accommodation Plan**

Venterra is committed to providing documented individual accommodation, which includes the following:

- Participation and involvement of the employee requiring an Individual Accommodation Plan.
- Ability to request outside medical evaluation to determine if accommodation can be achieved and how.
- High level of privacy.
- Regular review and updates.

- The means of providing the Individual Accommodation Plan is in a format that considers the needs of the employee.
- Review of individualized workplace emergency response if required.

### (iii) Return To Work

Venterra has developed and maintained a return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. This process includes the dedication of the Human Resources department to facilitate the return to work process and uses the documented Individual Accommodation Plans.

### (iv) Performance Management, Career Development & Redeployment

Venterra strives to meet the accessibility needs of all employees. Leaders and the Human Resources department work with employees to provide accommodations and remove barriers to performance and career development. Accessibility needs of employees with disabilities as well Individual Accommodation Plans are considered when using performance management processes and providing career development and advancement opportunities.

## **V. Review and Monitoring Process**

The Multi-Year Accessibility Plan will be thoroughly reviewed annually by Venterra, and as required with input from employees and leaders. Any updates will be posted on the internal and external websites. Hard copies are available upon request and can be provided in an accessible format upon request.