

Atria's AODA Customer Service Policy

1. Commitment of Atria Management Canada, ULC, operating business as Atria Retirement Canada ("Atria")

Atria strives at all times to provide its services to its residents, the public and applicable third parties in a way that respects the dignity and independence of persons with disabilities. Atria is also committed to giving persons with disabilities the same opportunity to access and benefit from its services as other members of the public.

2. Scope

This Policy applies to Atria's provision of services at its premises in Ontario to its residents, members of the public and other applicable third parties.

3. Definitions

For the purposes of this Policy, the following definitions shall apply:

- a) "assistive device" means any device which a person with a disability uses to perform a particular task, or to aid that person in activities of daily living;
- b) "disability" means a disability within the meaning of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA");
- c) "support person" means any person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to services; and
- d) "service animal" means an animal used by a person with a disability for reasons relating to his or her disability.

4. Provision of Service to People with Disabilities

Atria will provide its services and communicate with residents, members of the public and applicable third parties to whom it provides services at its Ontario premises in a manner that takes into account a person's disability.

Persons with disabilities will be permitted to obtain, use or benefit from Atria's services through the use of their own assistive devices. It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Atria is committed to welcoming persons with disabilities who are accompanied by a support person and/or service animal on the parts of its Ontario premises that are open to the public and other applicable third parties, to the extent permitted by law. Atria will ensure that all employees and others who deal with the public and applicable third parties at Atria's Ontario premises are properly trained in how to interact with persons with disabilities who are accompanied by a support person or service animal.

Atria is also committed to providing access to the parts of its premises that are open to the public and other applicable third parties to the support persons of persons with disabilities.

5. Notice of Temporary Disruption

Atria will provide appropriate parties with notice in the event of a planned or unexpected disruption in services provided by Atria which are usually used by persons with disabilities, if any. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

6. Training for Employees

Training will be given to all Ontario employees, volunteers and others who deal with the public or other applicable third parties on Atria's behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures for use in Ontario.

The content and format of training may vary based on the level of public interaction, and/or involvement in the development of policies, procedures and practices pertaining to the provision of services, however generally, training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- Atria's policies, practices and procedures relating to the Customer Service Standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing Atria's services at its Ontario premises.

Where third parties are engaged to perform services in Ontario on behalf of Atria, Atria may require that such third parties provide an acknowledgment that their principals, employees, agents and volunteers receive any applicable training required by the AODA.

7. Feedback Process

Atria is committed to establishing and maintaining a process for receiving and responding to feedback about how its services are provided to persons with disabilities in Ontario.

Feedback regarding accessibility issues can be made to Atria by utilizing Atria's reporting hotline at 1-800-313-9557 or via the web at www.lighthouse-services.com/atria. Complaints will be addressed as soon as practicable after receipt.

8. Availability of Documents

A copy of this Policy shall be made available in the public reception area(s) at Atria's Ontario premises. Upon request, Atria will provide this document in an accessible format which takes into account the person's disability.