

Multi-Year Accessibility Plan for Atria Retirement Canada

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

This 2014-2021 Accessibility Plan outlines the commitments and actions that Atria Management Canada, ULC, operating business as Atria Retirement Canada ("Atria") will put in place to improve opportunities for persons with disabilities.

Statement of Commitment

Atria is committed to treating all persons in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements, especially as they relate to the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").

Policies

Atria has implemented an AODA Customer Service policy that applies to all communities in Ontario to ensure that residents with disabilities are treated with respect and dignity in their experience at Atria.

Accessible Emergency Information

Atria is committed to providing its residents with publicly available emergency information in an accessible way upon request. Emergency procedure information is available to visitors of Atria's Home Office, or where applicable, upon request. Atria also provides its Ontario associates the opportunity to request individualized emergency response information plans to assist in the event of an emergency.

Training

Atria has provided training to all of its Ontario associates on the subject of residents and guests with disabilities and Atria will ensure that the training remains current on an on-going basis.

Atria will provide training to associates on applicable accessibility issues as they relate to persons with disabilities. Training for current associates will be provided by January 1, 2015 and will be updated and provided on an on-going basis.

Kiosks

Atria will consider the needs of persons with disabilities when and if it procures or acquires self-service kiosks. Atria will coordinate with its vendors and suppliers to ensure that appropriate accessibility features are included in the design of any future-purchased kiosks.

Information and Communications

Atria is committed to meeting the communication needs of persons with disabilities.

Atria is currently in the process of updating, to the extent necessary, its internet websites and content on those sites to conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA.

Atria will take the following steps to ensure existing feedback processes are accessible to persons with disabilities upon request by January 1, 2015: assess current forms of company communication, consider accessibility requirements when creating new forms of communication, make appropriate changes and accommodations, ensure residents and associates are aware of how to participate in providing feedback and receiving a response to feedback.

Atria will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016: assess all forms of information provided to the public and determine if there is anything that would make it hard for someone with a disability to read, see, hear or understand and establish processes for ensuring alternate formats are available in a timely manner.

Employment

Atria is committed to fair and accessible employment practices.

Atria will take reasonable steps to accommodate persons with disabilities during the recruitment, assessment and hiring processes and during employment. Atria will review current recruitment policies, job descriptions, processes and communications and amend as necessary to reflect required accessibility standards.

Atria will develop or revise as required individual accommodation plans and return-to-work plans for associates who have been absent due to a disability.

Atria will review performance management, career development and re-deployment processes and amend as required to ensure the accessibility needs of associates with disabilities are taken into account in connection with these processes.

Atria will take the opportunity to identify and take any necessary steps to prevent and/or remove accessibility barriers impacting employment.

Design of Public Spaces

To the extent applicable, Atria will work toward meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which can include accessible off-street parking, ramps, sidewalks, entrances and service-related elements like waiting areas and washrooms.

For more information

For more information on this accessibility plan or to provide feedback with respect to Atria's AODA practices, please contact 1-800-313-9557 or via the web at www.lighthouse-services.com/atria.

Accessible formats of this document are available upon request from Atria's Legal Department, (502) 779-7689.