

This 2021-2026 accessibility plan outlines the policies and actions that Elite Residential Concierge Services Inc. will put in place to improve opportunities for people with disabilities.

Multi-Year Accessibility Plan

Elite Residential Concierge Services is committed to treating all people in a way that allows them to maintain their dignity and independence of people with disabilities. We are also committed to preventing and removing barriers to accessibility and providing people with disabilities the same opportunity to access, and benefit from, our services in the same place and in a similar way as other customers, suppliers and employees.

As part of Elite Residential Concierge Services is committed to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implement to prevent and remove barriers and to meet our requirements for Ontarians with Disabilities Act (AODA). This multi-year accessibility plan focuses on our initiatives in respect of AODA's Accessibility Standards including:

- Accessible Emergency Information
- Training
- Performance Management, Career Development and Redeployment
- Information and Communication
- Recruitment / Employment
- Design of Public Spaces
- Customer Services
- Feedback

Accessible Emergency Information

Elite Residential Concierge Services is committed to providing the customers, employees and clients with publicly available emergency information in an accessible way upon request when necessary.

Training

Elite Residential Concierge Services will provide training to employees and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Elite Residential Concierge Services will continue to take the following steps to ensure employees are provided with the training:

- Post our accessibility policy and training material on our internal communication platform (WFN).

- Track and confirm that all employees have reviewed the policy and training material related to AODA.

Performance Management, Career Development and Redeployment

Elite Residential Concierge Services confirms that existing performance management, career development and redeployment processes have been reviewed to ensure that accessibility needs of employees are met.

We are committed to training our managers and colleagues to ensure compliance.

Information and Communications

Elite Residential Concierge Services is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities when requested to determine their information and communication needs.

Elite Residential Concierge Services will continue to take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- Review new content on our website and ensure that it meets the WCAG 2.0, Level A standards
- Make any necessary changes to content

Elite Residential Concierge Services will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request:

- Post our feedback process on our website
- Provide up-to-date contact information for anyone who wants to provide feedback

Elite Residential Concierge Services will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2024:

- Upon request, provide our publicly available content in accessible formats
- Provide contact information to make requests on our public website

Elite Residential Concierge Services will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2024:

- Review new content on our website and ensure that it meets the WCAG 2.0, Level A standards
- Make any necessary changes to content

Recruitment / Employment

Elite Residential Concierge Services is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Include our commitment to accessibility on our careers page and at the bottom of all our job postings
- Provide contact information and, upon request, HR will make accommodations for people with disabilities throughout the recruitment process

Elite Residential Concierge Services will develop and put in place individual accommodation plans and return-to-work plans for employees that have been absent due to a disability.

Elite Residential Concierge Services will take into account and accommodate the accessibility needs of employees with disabilities when during performance management, career development and redeployment processes.

Elite Residential Concierge Services is committed to preventing and removing any other accessibility barriers identified. We welcome and encourage feedback that will help us meet this commitment.

Design of Public Spaces

As of January 1, 2023 Elite Residential Concierge Services does not have any plans for new construction or significant redevelopment of its Ontario offices to which the Design of Public Spaces Standard of Integrated Accessibility Standards Regulation s is applicable. For any future plans to which this Standard would be applicable, however Elite will comply with the required responsibilities under this Standard.

Elite will also put in place procedures to prevent service disruption to accessible elements of its public spaces as required under the Design of Public Spaces Standard. In the event of a service disruption affecting these accessible elements. Elite will notify the public of such service disruptions and any available alternatives.

Customer Service

Elite Residential Concierge Services is committed to creating a workplace and customer service areas accessible and welcoming environments – places where both employees and customers are accommodated according to their needs. We want to provide excellent services to the public and reflect that in everything we do. Elite is committed to ensuring all

our customers are served in an accommodating environment and receive accessible services in a timely manner. We will achieve this vision by:

- Reviewing and updating policies and standards regularly to ensure high quality, accessible customer service
- Embedding accessibility requirements into employees training and orientation materials.
- Reviewing customer feedback and taking appropriate action
- Providing training for employees who serve the public, and make policies that shape how services are delivered.

For More Information

For more information on this accessibility plan or to request for an accessible format of this document, please contact the following:

Phone: 647-499-5727

Email: hr@elitecondo.ca