

# M&R Property Management

## AODA Multi-Year Accessibility Plan 2024 - 2029

### Introduction

#### Commitment Statement

M&R Property Management is committed to providing an accessible environment where all individuals have equal access to goods, services and employment that meets the individual needs of persons with disabilities in a way that maintains their dignity and independence. M&R Property Management believes in integration and will take action, to the extent possible, by preventing and removing barriers to accessibility in a timely manner.

M&R Property Management believes in the full participation of persons with disabilities and is committed to meeting the objectives and requirements outlined in the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

M&R Property Management's Multi-Year Accessibility Plan outlines the policies, achievements and actions that M&R Property Management has taken and the work underway to improve opportunities for people with disabilities.

#### General

M&R Property Management complies with the AODA Customer Service Standards and the IASR and will continue to comply with the regulation.

M&R Property Management achieves this through:

- Reviewing and updating our policies regularly to ensure high-quality, accessible customer service.
- Reviewing and updating our Accessibility Plan every five years.
- Providing training, and retraining to our staff and volunteers on how to interact appropriately with persons with disabilities every 2 years.
- Provide information using accessible formats and communication supports upon request and in a timely manner.

Our recent accomplishments:

- Updated our [Accessibility Policy](#) in 2024
- Updated our [Multi-Year Accessibility Plan](#) in 2024

- In May of 2024, M&R Property Management launched the retraining of all our employees and volunteers in Ontario on the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.
- Train all new employees and volunteers in Ontario on the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.

Action Plan:

Complete the retraining of all M&R Property Management's employees on the accessibility standards and the Human Rights Code as it pertains to persons with disabilities by May 2024.

## **I. Information and Communications Standard**

M&R Property Management is committed to making company information and communications accessible to persons with disabilities.

M&R Property Management achieves this through:

- Inviting and welcoming feedback from individuals on how effectively we are accommodating people with disabilities in providing our goods and services.
- Ensuring that emergency information, procedures, plans and public safety information that is available to the public are available in alternate formats upon request.
- Notifying the public about the availability of accessible formats and communication supports.
- M&R Property Management currently offers Large-Print digital formats of our policies, however we can arrange for alternate formats upon request. We can also arrange for accessible feedback upon request.
- Working towards meeting Web Content Accessibility Guidelines (WCAG) Level 2.1
- Working towards ensuring web content published on M&R Property Management's websites is in an accessible format whenever possible.

Our accomplishments:

- Reviewing and responding to customer feedback in a timely manner and taking appropriate action.
- When requested, provide information and communicate in an accessible manner about our goods, services, or facilities to people with disabilities—responding in a timely manner and at a cost no more than the regular price charged to others.
- Updated internet website and web content conforming with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.1, with the retail website being actively updated.

Action Plan:

M&R Property Management website will meet WGAG 2.1 by June 15, 2024

## **II. Employment Standard**

M&R Property Management is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

M&R Property Management achieves this through:

- Regularly review of Human Resources policies, practices and procedures to ensure accessibility to persons with disabilities throughout the employment process, including recruitment, retention, career development and return-to-work.
- Notifying job applicants and selected applicants that accommodation for disabilities will be provided to support their participation in the recruitment process upon request.
- Notifying successful applicants of M&R Property Management 's policies for accommodating employees with disabilities.
- Informing employees of our policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.
- Consulting with our employees with disabilities to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in that workplace.
- Developing written individual accommodation plans for employees with disabilities as required.
- Have in place a documented process for supporting employees who return to work after being away for reasons related to their disabilities.
- Take into account the accessibility needs of employees with disabilities during the performance management process.
- When providing career development and advancement opportunity, take into account the accessibility needs of our employees who have disabilities.
- Redeployment processes will consider the accessibility needs of employees with disabilities when moving to other positions so that employees can continue to have their accommodation needs met.

Our accomplishments:

- Review and update our Emergency Action Plan process regularly for employees who have a disability and require assistance in evacuating the building in an emergency situation.
- Updated the M&R Property Management Accommodation Policy in May 2024.
- Have a process in place to create individual accommodation plans for employees with disabilities once they have made their needs known.

### **III. Transportation Standard**

M&R Property Management does not have specific requirements under this standard.

### **IV. Design of Public Spaces**

M&R Property Management is committed to providing accessible spaces for customers and employees. This is achieved by complying with applicable legislation and building codes. M&R Property Management ensures it complies with applicable accessibility laws and regulations when building or making major changes to public spaces.

#### **Review Process:**

M&R Property Management will continue to meet legislative and regulatory requirements, including making updates to this accessibility plan as needed and submitting compliance reports to the appropriate regulators as applicable. M&R Property Management's Controller and Vice President will review the Accessibility Policy and Multi-Year Plan at least once every 5 years, or when updates have been made to the regulation, with an AODA consultant, and will sign-off on it.

#### **Contact Details:**

M&R Property Management welcomes feedback as it will help us identify barriers and respond to concerns. To provide feedback or for more information on this accessibility plan, please contact:

#### **By Email:**

[aoda@mandrholdings.com](mailto:aoda@mandrholdings.com)

#### **Website:**

<https://www.mandrholdings.com>

#### **In writing:**

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Accessible formats of this document will be made available upon request.

This policy was last updated June 2024.