

Accessibility Policies

Statement of Commitment to Accessibility

BDP Quadrangle is committed creating a culture of inclusion, and creating a workplace where all people regardless of ability are able to contribute to our studio efforts. We believe providing an accessible studio and continue to be in a leader in inclusive and universal design, seeking ways to go beyond the minimum requirements for accessibility. 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 under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

CUSTOMER SERVICE POLICY

BDP Quadrangle is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We strive to give people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way

BDP Quadrangle will use every reasonable effort to ensure that all policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity. Policies and procedures will be reviewed and updated to ensure ongoing compliance with regulated accessibility standards and legislated obligations.

The purpose of this Customer Service Policy is to outline responsibilities of employees and workers who interact with customers, clients, the public or third parties on behalf of BDP Quadrangle in providing goods and services to people with disabilities in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*.

This policy applies to all employees and workers who:

1. interact with customers, clients, the public or third parties on BDP Quadrangle's behalf.
2. are involved in the development, approval, monitoring or implementation of BDP Quadrangle's customer service policies, practices and procedures about the provision of goods and services.

Definitions

Customer

For the purpose of this policy, the term "customer" includes clients, the public or third parties who interact with BDP Quadrangle's employees or workers.

Disability

For the purpose of this policy, the term “disability” includes:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
2. a condition of mental impairment or a developmental disability;
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. a mental disorder; or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal

For the purpose of this policy, an animal is a service animal for a person with a disability:

1. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
2. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person

For the purpose of this policy, a “support person” is a person:

1. who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or with access to goods or services.

The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Commitment of the Company

BDP Quadrangle is committed to excellence in serving all customers including people with disabilities. The commitment is demonstrated in the areas of:

1. Communication

We communicate with people with disabilities in ways that take into account their disability. We train employees and workers who communicate with customers on how to interact and communicate with people with various types of disabilities.

2. Telephone Services

We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We are committed to providing fully accessible telephone service to our customers.

3. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our employees and workers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

4. Billing

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

5. Use of Service Animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will ensure that all employees and workers dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

6. Use of Support Person

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter BDP Quadrangle's premises. At no time will people with disabilities who are accompanied by a support person be prevented from having access to his or her support person while on our premises.

7. Notice of Temporary Disruption

BDP Quadrangle provides customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if available.

Training for Staff

BDP QUADRANGLE provides training to all employees and workers who:

- could reasonably be expected to interact with customers on BDP Quadrangle's behalf.
- are involved in the development, approval, monitoring or implementation of BDP Quadrangle's customer service policies, practices and procedures about the provision of goods and services.

Employees and workers will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

INTEGRATED ACCESSIBILITY STANDARDS POLICY - IASR

Introduction

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to create an accessible Ontario by 2025, by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with disabilities.

The *Integrated Accessibility Standards Regulation* (IASR), under the AODA, has outlined regulations for public, private and not for profit organizations to ensure accessibility for all persons with disabilities.

BDP Quadrangle fully supports the inclusion of persons with disabilities in all of its operations. This policy has been developed in compliance with the regulations of the AODA and the IASR and will be implemented in accordance with the time frames established by the Regulation.

This policy applies to all BDP Quadrangle employees, interns, volunteers, contractors, and to any third parties who provide goods or services on behalf of the organization.

General Requirements

Accessibility Policy and Multi-Year Plan

BDP Quadrangle has established an Integrated Accessibility Standards Policy to guide and support its accessibility goals. BDP QUADRANGLE has developed a Multi-year Accessibility Plan which outlines its strategy to identify, prevent and remove barriers for people with disabilities who interact with the company. The Plan will be reviewed and updated at least once every five years. Both the Policy and the Plan are posted on the BDP Quadrangle website and are available, upon request, in alternative formats.

Training

BDP Quadrangle ensures that training will be provided to all new and current employees, volunteers, persons involved in developing AODA company policies. Training includes information on the requirements of the IASR and on the *Human Rights Code* as it relates to persons with disabilities and will be appropriate to the duties of those receiving the training. Records of the training will be maintained and include the date, number of participants and the names of those to whom training was provided.

Accessible Formats and Communication Supports

BDP Quadrangle will notify the public that accessible formats and communication supports for persons with disabilities are available upon request and will be provided to a person with a disability in a timely manner, in consultation with them, and at a cost that is no more than the regular cost charged to other persons.

Accessible websites and web content

BDP Quadrangle will ensure that its Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A or Level AA, except where this is impracticable.

Employment

Recruitment, Assessment/Selection Process, Notice to Successful Applicants

BDP Quadrangle will advise employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

BDP Quadrangle will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available for persons with disabilities, upon request, in relation to the materials or processes to be used.

BDP Quadrangle will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

BDP Quadrangle will notify its employees of its policies (and any updates that reflect changes in the policies) for supporting employees with disabilities including policies on the provision of job accommodations for persons with disabilities. New employees will receive this information as soon as practicable after they commence employment.

Accessible Formats and Communication Supports for Employees

BDP Quadrangle will provide accessible formats or communication supports in consultation with an employee with a disability who has requested these in order for them to access general workplace information or information needed to do their job.

Workplace Emergency Response Information

BDP Quadrangle will provide workplace emergency response information as soon as practicable after learning of the need for accommodation due to an employee's disability. BDP Quadrangle will designate a person to provide assistance if required and, with the employee's consent, will share the emergency response information to such people. The workplace emergency response information will be reviewed if there are changes in the employee's location within the workplace, if their accommodation needs change or if there are general emergency policy changes.

Documented Individual Accommodation Plans

BDP Quadrangle will prepare a template and maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

Return to Work Process

BDP Quadrangle will develop and maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

Performance Management, Career Development, Redeployment

BDP Quadrangle will take into account the accessibility needs and the individual accommodation plans of employees with disabilities when conducting performance management, providing career development or when redeploying employees.

Environment

BDP Quadrangle's Studio goes well beyond the applicable provincial accessibility requirements, while demonstrating that accessibility is part of design excellence. Our two floors are connected by an elevator that lead to wide circulation corridors, large meeting rooms, and adjustable height work stations. Our office is served by accessible washrooms, two universal washrooms and an accessible wellness room. Attention to specific details like counter heights, the placement of faucets and distribution of light are some of the numerous considerations made throughout our environment.

Feedback

We welcome inquiries and feedback about accessibility at BDP Quadrangle.

To provide feedback, request additional information or request this policy in an accessible format, please contact us at:

E-mail: HumanResources@bdpquadrangle.com,

Phone: 416 598 1240 x 200

Address: BDP Quadrangle
Accessibility Feedback
8 Spadina Avenue, Suite 2100
Toronto, ON M5V 0S8

Feedback will be addressed within ten business days.

Modification to This or Other Policies

We are committed to developing AODA policies that respect and promote the dignity and independence of people with disabilities. All BDP Quadrangle policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities and ensure on-going compliance with regulated accessibility standards and legislated obligations.

Breach of Policy

BDP Quadrangle will not tolerate unfair behaviour toward employees or customers who have disabilities. Any employee or worker action which undermines or is in breach of these policies will be subject to disciplinary measures, up to and including termination of employment.

Updated: May 2024