

Multi-Year Accessibility Plan (2026 - 2031)

Statement of Commitment

Compass Communities is committed to providing an accessible and inclusive environment for all residents, guests, clients, employees, job applicants, suppliers, and other visitors who access our premises, information, or services. We are dedicated to ensuring that individuals with disabilities are provided equal opportunity to access our business in the same location and in a similar manner as others, in a way that respects their dignity, independence, integration, and equality of opportunity. We are doing so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

We are committed to incorporating accessibility principles into our policies, procedures, training, equipment requirements, and best practices. Our policies and practices are reviewed annually, as organizational changes occur, and in advance of legislative compliance deadlines to ensure ongoing adherence and continuous improvement.

Purpose

Compass Communities is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

The accessibility plan includes an overview of our policies and practices in relation to the identification and removal of barriers and the prevention of new barriers. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the Policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Past Achievements

Compass Communities has taken steps to support accessibility, including:

- Implementing accessibility policies aligned with AODA requirements
- Providing employee training on accessibility and the Ontario Human Rights Code
- Establishing processes to respond to accommodation requests
- Maintaining accessible communication channels for employees and stakeholders

This plan builds on these efforts and introduces additional improvements.

Strategies and Actions

General Requirements

Initiative	Actions	Timeline	Owner
Accessibility Policies	Maintain and update accessibility policies	Ongoing	People & Culture
Training	Provide AODA and Human Rights Code training to all employees	Ongoing (on hire + updates)	People & Culture
Feedback Process	Maintain accessible feedback channels (email, phone, in-person)	Ongoing	People & Culture / Operations

Customer Service Standard

Initiative	Actions	Timeline	Owner
Accessible Service Delivery	Train staff to provide accessible service to persons with disabilities	Ongoing	People & Culture
Feedback	Ensure customer feedback processes are accessible	Ongoing	People & Culture / Operations
Support Persons & Service Animals	Maintain policies and awareness for accommodating both	Ongoing	People & Culture / Operations

Information and Communications Standard

Initiative	Actions	Timeline	Owner
Accessible Formats	Provide accessible formats and communication support upon request	Ongoing	People & Culture / Corporate Administration
Website Accessibility	Monitor and maintain compliance with WCAG requirements	Ongoing	Technology

Emergency Information	Provide individualized emergency plans for employees with disabilities	Ongoing	People & Culture
Public Communication	Inform stakeholders about availability of accessible formats	Ongoing	People & Culture/ Corporate Administration

Employment Standard

Initiative	Actions	Timeline	Owner
Recruitment	Include accessibility statements in job postings	Ongoing	People & Culture
Hiring Process	Provide accommodations during recruitment and selection	Ongoing	People & Culture
Accommodation Plans	Maintain documented individual accommodation processes	Ongoing	People & Culture
Return-to-Work	Maintain return-to-work processes for employees with disabilities	Ongoing	People & Culture
Performance & Development	Ensure accessible performance management and career development processes	Ongoing	People & Culture

Design of Public Spaces

Initiative	Actions	Timeline	Owner
Facility Accessibility	Ensure new or redeveloped spaces meet accessibility requirements	As required	Operations
Maintenance	Maintain accessible infrastructure and features	Ongoing	Operations

Monitoring and Continuous Improvement

Initiative	Actions	Timeline	Owner
Barrier Identification	Conduct periodic reviews to identify accessibility barriers	Annual	People & Culture/ Operations
Feedback Integration	Review and respond to accessibility feedback	Ongoing	People & Culture
Compliance Readiness	Prepare for AODA reporting and compliance reviews	As required	People & Culture

Contacts

To provide feedback on this plan, for more information or to request this plan in an alternative format, please contact our People & Culture team:

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