



APOLLO

PROPERTY MANAGEMENT

Accessibility Plan

Introduction

Apollo Property Management (“APOLLO”) strives to meet the needs of its Team Members and clients with disabilities and is working hard to remove and prevent barriers to accessibility.

Our business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps APOLLO is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how APOLLO will play its role in making Ontario an accessible province for all Ontarians.

Statement of Commitment

APOLLO is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the Accessibility of Ontarians with Disabilities Act and Ontario’s accessibility laws.

Customer Service

APOLLO is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

We have developed a Providing Services or Facilities to People with Disabilities Policy governing how we will provide services or facilities to people with disabilities. Our policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Information and Communications

APOLLO is committed to making our information and communications accessible to people with disabilities.

We are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Upon request we will provide information about APOLLO and its services in accessible format in a timely manner.

Employment

APOLLO is committed to fair and accessible employment opportunities.

We will accommodate persons with disabilities during recruitment and once people are hired, upon request.

We will process individual accommodation plans for Team Members and provide customized emergency information to the Team Member with a disability upon request.

Our performance management, career development and redeployment processes will take into account the accessibility needs of Team Members with disabilities.

Training

APOLLO is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Our Team Members will receive training, to the extent and in the manner best suited to their roles, on the Ontario accessibility legislation and the Human Rights Code as it pertains to persons with disabilities. Employees will be trained on an ongoing basis when these policies and procedures are changed.

We have implemented mandatory training for new team members which requires the team member to complete the *Accessibility Compliance Certification through www.ohrc.on.ca*.

APOLLO maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Design of Public Spaces

APOLLO will meet accessibility laws when building or making major changes to public spaces.

APOLLO will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. In the event of service disruption, we will notify the public of the service disruption and alternatives available.

Plan Review

The Accessibility Plan will be reviewed and updated as required, at least every five (5) years.

Feedback Process

APOLLO will ensure that its feedback process is accessible to people with disabilities upon request.

Feedback may be submitted to our Human Resources Manager at:

1200 Prince of Wales Drive, Suite D
Ottawa, ON, K2C 3Y4
hr@apollomgt.com
613-225-7969 ext. 288

For More Information

For more information on this Accessibility Plan or to request an alternate format of this document, please contact our Human Resources Manager by phone at 613-225-7969 ext. 288 or by email at hr@apollomgt.com.