



## **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.

In June 2021, we 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.

In 2021, we implemented providing information about APOLLO and its services in accessible format, upon request, in a timely manner

## **Employment**

APOLLO is committed to fair and accessible employment opportunities.

We will accommodate persons with disabilities during recruitment and develop written individual accommodation plans for Team Members, upon request.

In 2015, we developed a process to create a return-to-work plan for Team Members who have been absent from work due to disability.

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.

In December 2023, we implemented mandatory training for new Team Members which requires the Team Member to complete the *Accessibility Compliance Certification* through [www.ohrc.on.ca](http://www.ohrc.on.ca).

In 2025, we will implement continuous training sessions on accessibility and inclusion for all Team Members.

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.

In February 2018, we obtained a washroom on the main level of the office that is accessible.

Future considerations for any upcoming redesigns to the front entrance and reception area are to ensure the reception desk is accessible to people with disabilities, including those using wheelchairs, and installing an automatic door opener.

APOLLO will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

### ***Maintenance of Accessible Elements***

#### 1. Regular Inspections:

- Conduct regular inspections of all accessible elements
- Maintain a schedule for inspections based on the manufacturer's recommendations and best practices for accessibility features

#### 2. Maintenance Schedule:

- Develop a maintenance schedule that outlines routine tasks
- Ensure that the schedule includes the frequency of each task, responsible personnel and documentation of completed maintenance activities

#### 3. Training for Team Members:

- Train Maintenance Team Members on the specific requirements and procedures for maintaining accessible elements
- Ensure that Team Members are aware of the importance of keeping these elements in proper working order to comply with accessibility standards

#### 4. Record Keeping:

- Keep detailed records of all maintenance activities, including inspection dates, findings and actions taken

### ***Emergency Maintenance Procedures***

#### 1. Immediate Response Plan:

- Develop an immediate response plan for instances where an accessible element becomes inoperable or presents a safety hazard

- Designate Team Members and/or contractors responsible for responding to emergency maintenance needs and ensure they are available during operational hours
2. Communication with Users:
    - Inform the public and users about the temporary unavailability of accessible elements through clear signage and notifications
    - Use multiple communication channels (onsite notices, client resident centre, email, social media) to reach as many users as possible
  3. Alternative Solutions:
    - Provide alternative solutions or accommodations during the downtime of an accessible element
  4. Prioritization of Repairs:
    - Prioritize emergency repairs to restore the functionality of accessible elements as quickly as possible
    - Develop relationships with contractors and/or suppliers who can provide expedited service in emergency situations
  5. Evaluation and Improvement:
    - After each emergency, evaluate the response to identify strengths and areas for improvement

In the event of a planned or unexpected temporary service disruption, we will notify the public of the service disruption and alternatives available. This notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

### **Plan Review**

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

The plan is reviewed by the Health and Safety Committee along with the Manager of Human Resources and signed off by the Director of Administration & Corporate Services.

The link to the Accessibility Plan is available on Apollo's website at [www.apollomgt.com](http://www.apollomgt.com).

The Accessibility Plan is currently available in HTML, Microsoft Word and large print formats. It can be provided in other accessible formats, upon request.

## **Feedback Process**

In 2020, APOLLO established a process for receiving and responding to feedback about the manner in which the organization provides goods, services, or facilities to people with disabilities.

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](mailto: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](mailto:hr@apollomgt.com).