

FirstService Residential Property Services Ontario Ltd. and FirstService Residential Ontario (“FirstService Residential”) is committed to working towards full compliance with all standards under the *Accessibility for Ontarians Disabilities Act, 2005* (“AODA”) as they are introduced. FirstService Residential strives to meet the needs of its associates and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

FirstService Residential is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under Accessibility for Ontarians with Disabilities Act.

FirstService Residential is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities, information and communication to people with disabilities with the same high quality and timeliness as others.

FirstService Residential is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. When communicating with a person who has a disability, FirstService Residential shall endeavour to do so in a manner that takes into account the person’s disability and will make reasonable efforts to have the person with a disability understand the content and intent of its communications. When a disabled person has specific requirements for alternate means of communication and requests that alternate forms of communication to be used, FirstService Residential will accommodate the disabled person by whatever means necessary to allow proper and courteous communication. This may include, but is not limited to communication in writing; by email; communication by telephone, TTY or Bell relay service; reading information to the person; or providing large font written communications. Where we are unable to supply the communication in a format that meets the person’s needs, an explanation will be provided to the disabled person giving the reasons why the person’s communication needs cannot be accommodated.

FirstService Residential has taken the necessary steps to make all new websites and content on those sites conform with WCAG 2.0, Level AA by January 1, 2021. Required changes were made to make all websites and content conform with WCAG 2.0, Level A by January 1, 2014. FirstService Residential took the necessary steps to ensure existing feedback processes was accessible to people with disabilities upon request by January 1, 2015. FirstService Residential took the required steps to ensure all publicly available information was made accessible upon request by January 1, 2016.

Assistive devices such as a cane, a walker, a personal oxygen tank, a wheelchair or mobility scooter are permitted and unrestricted in FirstService Residential’s premises and in all site offices within our managed portfolio to the extent we have authority to control those offices. Persons with disabilities who are accompanied by a guide dog or other service animal may access FirstService Residential premises with the service animal, provided that access by the public is allowed to such areas of the premises. If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities: when an animal is not easily identified as a service animal, a FirstService Residential associate may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. Persons with disabilities who are accompanied by a support person are entitled to have that person with them when entering and while on FirstService Residential premises.

FirstService Residential is committed to providing customers with publicly available emergency information in an accessible way upon request. We will also provide associates with disabilities with individualized emergency response information when necessary.

FirstService Residential is committed to fair and accessible employment practices. We will notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. We have in place a process for developing individual accommodation plans and return to work policies for associates that have been absent due to a disability. FirstService Residential will ensure the accessibility needs of associates with disabilities are taken into account if it is using performance management, career development and redeployment processes.

FirstService Residential is committed to building awareness and providing training on the Customer Service Accessibility Standard, particularly to those individuals at the property level who are directly responsible for delivering customer service on FirstService Residential's behalf, and those who are involved in developing and approving customer service policies, procedures and practices. Training will be provided as soon as practicable after individuals are hired or assigned their applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

FirstService Residential will provide training to associates, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of associates, volunteers and other staff members. FirstService Residential has taken the following steps to ensure associates are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

FirstService Residential is not involved in the Design of Public Spaces and does not build or make major modifications to public spaces. This Accessibility Standard regarding design of public spaces does not apply to our organization. In the event of a service disruption at one of our clients' sites that our organization manages, we will notify the public of the service disruption and alternatives available.

Consistent with FirstService Residential's objectives of treating all team members in a way that allows them to maintain their dignity and independence while creating an inclusive work environment to develop to their full potential we have taken various steps to foster an accessible organization and workplace.

FirstService Residential strives to meet and exceed customer expectations and we welcome feedback on the delivery of our services to persons with disabilities. Customer feedback will help us identify barriers and respond to concerns. To ensure that all comments are received and acknowledged Customer Feedback can be provided on our Customer Feedback email link at [e-fsadapolicy@fsresidential.com](mailto:fsadapolicy@fsresidential.com). FirstService Residential associates are also expected to utilize this link whenever Customer Service feedback is verbally received. Alternatively, customers may provide feedback via telephone, in writing by fax, email, letter or in person.

Accessible formats of this document are available upon request.