



MULTI-YEAR ACCESSIBILITY PLAN

Introduction

With a strong focus on innovation, integrity, quality, and community, Cachet Homes is committed to meeting accessibility services in a manner that respects the dignity and independence of persons with disabilities, aligning with the values that are held strongly within the organization.

Cachet Homes is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This accessibility plan outlines the steps Cachet is taking to meet AODA requirements and to improve opportunities for people with disabilities, and our initiatives towards making Ontario an accessible province for all.

This plan is reviewed and updated at least once every five (5) years.

Customer Service

Cachet Homes is committed to excellence in serving all customers, including people with disabilities. Cachet Homes implemented this Customer Service Standard under the Accessibility for Ontarians with Disabilities Act (AODA) with the following initiatives and principles, remaining in compliance.

The following measures have been implemented by Cachet Homes:

- The services that are provided respect the dignity and independence of persons with disabilities.
- A member of the Human Resources team has been designated to prepare, revise and/or present policies and procedures, as necessary.
- The Accessible Customer Service policy will be published on both our internal and external websites.
- All team members will be provided training in accessibility by Cachet Homes and a written record of accessibility training provided by Cachet Homes will be maintained.
- AODA trainings will be provided to all new hires as soon as practicable and training will be provided if/when there are modifications in the policy.

Status: Completed

Cachet Homes uses reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles and are still ongoing:

- Persons with disabilities may use assistive devices and/or support persons are welcomed on all premises.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is excluded by law.

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Status: Ongoing

INFORMATION & COMMUNICATION

Cachet Homes is committed to making information and communications accessible to people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Company Websites

- Cachet Homes has taken steps to implement all websites and new content on those sites to conform with WCAG 2.2 Level AA, for websites posted between January 1, 2023 to January 1, 2024.

Status: Complete

Feedback Process

Cachet Homes will ensure that our feedback process is accessible to people with disabilities upon request by January 1, 2024:

- Make available the policy and process to customers, team members, and third parties for requesting accessible formats of the feedback process.
- Cachet Homes will ensure that this process is accessible to persons with disabilities and will respond to feedback promptly.
- A feedback form will be implemented to provide feedback on how Cachet Homes provides goods and services to people with disabilities. This feedback form will be posted on the Cachet Homes website, and comments/feedback can be made verbally, by e-mail, or in writing. All feedback will be redirected to the Director, Human Resources by email and/or phone.

Status: Ongoing

Policies

Cachet Homes has and will continue to implement policies and initiatives in accordance with AODA by taking the following steps:

- Implementing policies around AODA and Cachet Homes' commitment to accessibility (implemented in November 2023).
- Continuously revising and presenting policies in a format that accommodates and supports those with disabilities.
- Posting all accessibility related policies on both our external and internal websites. Cachet Homes will provide an alternative format to those with disabilities as applicable and practicable.

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Status: Completed

Training

Cachet Homes will provide training to team members, volunteers, and third-party contractors 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 team members, volunteers, and other staff.

- Continuously provide training to Cachet Homes' team members and volunteers on accessibility and the Ontario Human Rights Code, as it pertains to people with disabilities.
- All new hires will be provided with training within the first week of joining the company to ensure compliance and knowledge of accessibility.
- Training will be provided in a way that best suits the duties of team members, volunteers, and other staff.
- Maintain training dates and the number of individuals who are trained.
- Ensure training is provided on any related policy changes.

Status: Completed

Employment

In accordance with AODA's Employment Standards, Cachet Homes is committed to fair and accessible employment practices that attract and retain team members with disabilities. Cachet Homes has implemented the following initiatives from November 1, 2023:

- Ensure that the employment processes for hiring, retention, and career development are accessible.
- Let the public and team members know through our career page, job boards, and job descriptions that we will accommodate disabilities during the recruitment and assessment process, upon request.
- If an applicant chooses to participate in an assessment or selection process request accommodation, we will consult with them to understand and make arrangements to accommodate their needs in relation to the materials or processes used, where practicable.
- Cachet Homes will ensure team members are aware of related accessibility policies used to support its team members with disabilities through posting of our policies internally, including policies in new hire orientation, and updating team members whenever there are changes made to the existing policy.
- We will consult with each team member with disabilities when requested, to provide accessible formats and communication supports for information needed for the team member to perform their job and that is generally available to them in the workplace.

Status: Ongoing

Accessible Emergency Response Information

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- Provide individualized workplace response information to employees who have a disability when Cachet Homes is aware of the need for accommodation.
- Develop individualized workplace emergency response information to team members who have a disability as soon as practicable.

Status: Ongoing

DESIGN OF PUBLIC SPACES

Cachet Homes will incorporate accessibility into our public spaces on its premises that are newly constructed or redeveloped on or after January 1, 2017 as follows:

- We will ensure to follow the existing requirements stated under the Design of Public Spaces Standards under the Accessibility Standards for the Built Environment) for outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service related elements; and
- We will provide maintenance and restoration of Cachet Homes owned by public spaces by ensuring that proper procedures are in place for preventative and emergency maintenance of accessible elements in public spaces and that procedures are in place for dealing with temporary disruptions when accessible elements required under this section are not in working order

In an event of a service disruption, Cachet Homes will notify the public of the service disruption and provide available alternatives.

Status: Ongoing

Accessibility Plan Review

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current Accessibility Plan will be reviewed and updated as appropriate, no later than January 1, 2025.

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Revision History

Version	Date	Author(s)	Change(s)
FINAL	November 1, 2023	Julia Hidalgo	Creation

Reference Documents

Document Type	Document Name	Author(s)
HR Policy	Accessibility Policy	Julia Hidalgo
HR Policy	Customer Service Policy & Procedure	Julia Hidalgo
HR Policy	Integrated Accessibility Standards Policy	Julia Hidalgo

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