

## Centurion's Multi-Year Accessibility Plan

*Date of Last Review/Update: May, 2024*

Section	Initiative	Description	Action
3(1)	Establishment of Accessibility Policies	3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation. All policies must include a statement of organizational commitment to accessibility.	Centurion has an AODA policy which is reviewed regularly.
		4(1) Large organizations shall: a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation.	Centurion's multi-year plan has been developed and will be reviewed on a regular basis.
		4(1) Large organizations shall: b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request.	Centurion's multi-year plan has been posted on the website.
		4(1) Large organizations shall: c) review and update the accessibility plan at least once every five years.	Centurion's multi-year plan will be reviewed and updated at least once every five years.
12(1)	Accessible Formats & Communication Supports	<p>12(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>Upon request, Centurion will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.</p> <p>Available accessible formats and communication supports include:</p> <ul style="list-style-type: none"> <li>- Online submission forms available on website to submit rental inquiries, maintenance requests and/or complaints/concerns;</li> <li>- Should website undergo temporary disruption, clients/customers can connect with Customer Service Agent through 24/7 phone line and emergency line, provided in both English and French</li> <li>- Emergency contact number is posted on every single building and lobby</li> <li>- Printed hard copies of rental application and other pertinent forms available at the buildings</li> <li>- Upon moving into building, Residents are provided with a handbook with contact information and the available accessible formats and communications supports</li> </ul>
12(2)	Accessible Formats & Communication Supports	12(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Centurion will consult with the person making the request in determining the suitability of an accessible format or communication support.
12(3)	Accessible Formats & Communication Supports	12(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	We have posted our statement of commitment on Centurion's external websites, affirming that we will consult with individuals with disabilities to determine their information and communication needs and will tailor our services to accommodate all requests accordingly.

13(1)	Emergency Procedures, Plans or Public Safety Info	13(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Centurion makes all documents accessible for Employees and/or Customers upon request.
11(1)	Accessible Feedback Process	11(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.	<p>Centurion has a statement on its websites (www.cpliving.com and www.centurion.ca) outlining that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request.</p> <p>Employees, Investors and Residents are able to provide feedback through Centurion's website or our toll-free phone number which is monitored 24/7. Centurion will supply alternative accessible methods of providing feedback such as in person, email or regular mail upon request. If an Employee, Investor or Resident wishes to provide feedback on site or in person, the feedback should be provided to a member of Centurion's Management Team.</p> <p>Employees, Investors and Residents who provide formal feedback will receive acknowledgement of their feedback and a description of any actions taken as a result of their concern or complaint.</p>
14(2)	Accessible Websites & Web Content	14(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Our Marketing and Leasing teams as well as our website developer have been making updates to our websites as required to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA Standards. Our Teams will continuously review WCAG guidelines to be informed of updates and will continue to utilize an accessibility monitoring tool(s).
<b>Employment Standard</b>			
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Centurion's commitment to accessibility is reinforced in all of our public job postings.
23(1) and 23(2)	Recruitment, Assessment or Selection Process	<p>23(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>23(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	Candidates are notified that accommodations are available upon request throughout all areas of the hiring process including in communication for interviews and assessments.

24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	This is included in the standard emails that are sent to candidates with their offer of Employment.
25(1)	Informing Employees of Supports Available	25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	All Employees are informed upon an offer of Employment that accommodations are available and they are provided with greater detail on these policies during the onboarding and training process, as well as in our Employee Handbook.
25(2)	Informing Employees of Supports Available	25(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	All new Employees complete required training during their onboarding which includes all AODA training.
25(3)	Informing Employees of Supports Available	25(3)Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	When policies are updated, all documents in the company intranet are updated and shared with Employees.
26(1)	Accessible Formats & Communication Supports for	26(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision	Upon request, Centurion will consult with the Employee in order to provide accessible formats and communication

	Accessible Formats & Communication Supports for Employees	of accessible formats and communication supports for: (a) information that is needed in order to perform the employee's job; and (b) Information that is generally available to employees in the workplace.	supports for any information needed to perform their role and/or any information that is generally available in the workplace.
26(2)	Accessible Formats & Communication Supports for Employees	26(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	As outlined in Centurion's policy, we will consult with the Employee to determine the suitability of an accessible format or communication support.
27(1)	Workplace Emergency Response Information	27(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Centurion has a process for creating and maintaining individual emergency response plans for Employees with disabilities as needed.
27(2)	Workplace Emergency Response Information	27(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	
27(3)	Workplace Emergency Response Information	27(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	
27(4)	Workplace Emergency Response Information	(4) Every employer shall review the individualized workplace emergency response information: (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	
28(1)	Documented Individual Accommodation Plans	28(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Centurion outlines the request for accommodation and process for creating an accommodation plan in its Employee Handbook.
28(2)	Documented Individual Accommodation Plans	28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The steps taken to protect the privacy of the employee's personal information 5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	

29(1)	Return to Work Process	29(1) Every employer, other than an employer that is small organization: (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability- related accommodations in order to return to work; and (b) shall document the process.	If the Return to Work Process is not managed by Canada Life due to non-work-related disability, Centurion will follow the process outlined in the Employee Handbook. Following receipt of a medical note, if needed, an Accommodation Plan will be created in consultation with the Employee.
29(2)	Return to Work Process	29(2) The return to work process shall: (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process.	
29	Return to Work Process	29 (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	
30(1)	Performance Management	30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Centurion's Performance Management process takes into consideration and accommodates the accessibility needs of all Employees with disabilities
31(1)	Career Development & Advancement	31(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Centurion has a policy in its Employee Handbook that is provided to all Employees upon hire. This policy outlines that individual accommodation plans will be reviewed when advancement opportunities are presented.
32(1)	Redeployment	32(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Centurion has a policy in its Employee Handbook that is provided to all Employees upon hire.
7(1)	Training	7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to: (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Centurion utilizes e-learning to provide AODA compliance training to all Employees within 30 days of hire.
<b>Design of Public Spaces Standard - Required for Areas Constructed and/or Redeveloped after January 1, 2017</b>			
80.34	Accessible Parking Spaces	Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities: 1. Type A, a wider parking space that identifies as "van accessible", with a minimum width of 3400mm 2. Type B, a standard parking space which has a minimum width of 2400mm	Centurion ensures that all required accessible parking spaces are available for public spaces that have been constructed and/or redeveloped after January 1st, 2017.

80.36	Minimum Number and Type of Accessible Parking Spaces	<p>(1) Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:</p> <ol style="list-style-type: none"> <li>1. One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer.</li> <li>2. Four per cent of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number: <ol style="list-style-type: none"> <li>i. Where an even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided.</li> <li>ii. Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.</li> </ol> </li> </ol>	Centurion ensures that the number of required accessible parking spaces are present for public spaces that have been designed and/or redeveloped after January 1st, 2017.
80.35	Access Aisles	<p>(1) Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities. O. Reg. 413/12, s. 6.</p> <p>(2) Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. They must have a minimum width of 1,500 mm.</li> <li>2. They must extend the full length of the parking space.</li> <li>3. They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface.</li> </ol>	Centurion ensures that where accessible parking spaces exist, access aisles for persons with disabilities are available.
80.37	Parking Signage	Obligated organizations shall ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the Highway Traffic Act.	<p>Centurion ensures that all parking spaces for the use of persons with disabilities as required under the Act have the necessary signage in place.</p> <p>Centurion is currently conducting a review to ensure that all necessary signage is in place, and if required, additional signage will be ordered.</p>

80.23	Exterior Paths of Travel	<p>When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall ensure that new and redeveloped exterior paths of travel meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. The exterior path must have a minimum clear width of 1,500 mm, but this clear width can be reduced to 1,200 mm to serve as a turning space where the exterior path connects with a curb ramp.</li> <li>2. Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance.</li> <li>3. The surface must be firm and stable.</li> <li>4. The surface must be slip resistant.</li> <li>5. Where an exterior path has openings in its surface, <ol style="list-style-type: none"> <li>i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and</li> <li>ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.</li> </ol> </li> <li>6. The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope of greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.</li> <li>7. The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.</li> <li>8. The exterior path must meet the following requirements: <ol style="list-style-type: none"> <li>i. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm.</li> <li>ii. It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of greater than 13 mm and less than 75 mm.</li> <li>iii. It must have a maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.</li> <li>v. It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm.</li> </ol> </li> <li>9. The entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design</li> </ol>	<p>Centurion ensures that exterior paths of travel that have been constructed and/or redeveloped since January 1st, 2017 are available for use to individuals with disabilities. Centurion has committed to hiring a code consultant to ensure that all of our public areas are meeting the requirements.</p>
80.4	Service-related Elements	<p>Service Counters:</p> <p>(1) When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> <li>1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.</li> <li>2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</li> </ol> <p>(2) The service counter that accommodates mobility aids must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. The countertop height must be such that it is usable by a person seated in a mobility aid.</li> <li>2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.</li> <li>3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid</li> </ol>	<p>Centurion is committed to ensuring that all of our service counters in our Ontario residential buildings meet the accessibility height requirement to comply with all relevant legislation relating to Ontarians with disabilities.</p> <p>For service counters that do not meet the needs of customers and clients with disabilities, Centurion is in the process of reviewing these requirements and implementing them into future annual budgets in order to be addressed.</p>

6(2)	Self-Serve Kiosks	6(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Centurion will evaluate accessibility concerns for persons with disabilities when designing, procuring or acquiring self-service kiosks and will consider what accessibility features could be implemented to best meet the needs of customers and clients. For self-service Kiosks that do not meet the needs of customers and clients with disabilities, Centurion commits to reviewing these requirements and implementing them into future annual budgets in order to be addressed.
<b>Maintenance and Disruption</b>			
80.44(1)	Measures for preventative and emergency maintenance for accessible elements in public spaces	In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.	Centurion has implemented various procedures for both preventive and emergency maintenance of accessible features in public spaces within residential buildings, in alignment with the accessibility plan requirements.  - Daily building walks are completed by Maintenance Technicians - All areas are inspected for safety and proper functioning of equipment related to accessibility and general building safety - Monthly walks are also completed by the General Manager, Project Manager and Director - Annual Inspections are completed on all units, as are quarterly life safety checks - Additionally, any Resident who requires an accommodation can make a request which we will accommodate.
80.44(2)	Procedures for handling temporary disruptions to accessible elements in public spaces	2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.	In the event of any temporary disruptions to facilities or services that Employees, Investors or Residents with disabilities rely on to access or use Centurion services or facilities, reasonable efforts will be made to provide advance notice.  All notifications will be physically printed and posted in the buildings for Residents to read and will include the following information:  - Services or facilities that are disrupted or unavailable; - Alternative services, facilities if applicable; and - The length of time the disruption is expected to last.  For those who are visually impaired, they will be contacted over the phone directly by a Centurion team member so long as they have notified us in advance of their accommodation requirements.
<b>Customer Service Standard</b>			

3	Establishment of Policies, Practices and Procedures	<p>(1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.</p> <p>(2) The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:</p> <ol style="list-style-type: none"> <li>1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.</li> <li>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.</li> </ol> <p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.</p> <p>(4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.</p> <p>(5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person.</p>	<p>Centurion has an Accessible Customer Service Policy that provides an overview of policies and procedures that fall under these categories. This policy is reviewed on a regular basis.</p>
5	Notice of Temporary Disruptions	<p>(1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 429/07, s. 5 (1).</p> <p>(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p> <p>(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person</p>	<p>In the event of any temporary disruptions to facilities or services that Employees, Investors or Residents with disabilities rely on to access or use Centurion services or facilities, reasonable efforts will be made to provide advance notice.</p> <p>All notifications will be physically printed and posted in the buildings for Residents to read and will include the following information:</p> <ul style="list-style-type: none"> <li>- Services or facilities that are disrupted or unavailable;</li> <li>- Alternative services, facilities if applicable; and</li> <li>- The length of time the disruption is expected to last.</li> </ul>

6	Training for Staff	<p>(1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.</li> <li>2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.</li> </ol> <p>(2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:</p> <ol style="list-style-type: none"> <li>1. How to interact and communicate with persons with various types of disability.</li> <li>2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.</li> <li>3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.</li> <li>4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.</li> </ol> <p>(3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.</p> <p>(4) Training must 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.</p> <p>(5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.</p> <p>(6) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>The Training policy is outlined in Centurion's Accessible Customer Service Policy. As stated, Centurion provides training related to Employees, Investors and Residents with disabilities and the AODA to all Employees in Ontario within thirty (30) days of hire. Revised training will be provided in the event of any changes in legislation, procedures, policies, and/or practices.</p> <p>Centurion provides Employees with access to Absorb Learning Management System to complete the Disabilities in the Workplace training module. The training that Centurion provides highlights all areas that are covered in this policy and that are required to by the AODA, including but not limited to the following:</p> <ul style="list-style-type: none"> <li>- How to interact and communicate with persons with various disability;</li> <li>- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;</li> <li>- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability; and</li> <li>- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services, or facilities.</li> </ul>
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7	Feedback Process for Providers of Goods/Services	<p>(1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.</p> <p>(2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.</p> <p>(3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.</p> <p>(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person</p>	<p>Centurion has a statement on its websites (<a href="http://www.cpliving.com">www.cpliving.com</a> and <a href="http://www.centurion.ca">www.centurion.ca</a>) outlining that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request.</p> <p>Employees, Investors and Residents are able to provide feedback through Centurion's website or our toll-free phone number which is monitored 24/7. Centurion will supply alternative accessible methods of providing feedback such as in person, email or regular mail upon request. If an Employee, Investor or Resident wishes to provide feedback on site or in person, the feedback should be provided to a member of Centurion's Management Team.</p> <p>Employees, Investors and Residents who provide formal feedback will receive acknowledgement of their feedback and a description of any actions taken as a result of their concern or complaint.</p>
8	Notice of Availability of Documents	<p>(1) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.</p> <p>(2) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	<p>Centurion has a statement on its websites (<a href="http://www.cpliving.com">www.cpliving.com</a> and <a href="http://www.centurion.ca">www.centurion.ca</a>) outlining that upon request, Centurion will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.</p>

Upon reviewing this plan, if you have any feedback, questions, concerns, or if you would like an alternative format of this document, please reach out to [marketing@centurion.ca](mailto:marketing@centurion.ca)