

*Dream's Accessibility Policy &  
Program*

## Overview

Dream is committed to providing excellent service and access to our facilities for all people. Service will be provided in a manner that respects dignity and independence. We are committed to providing people with disabilities with the same opportunity to access our business and services in the same way as others.

Dream seeks out the best in everything we do; providing a safe experience for all people supports our commitment to excellence in all areas of our business.

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## Policy & Controls

- Dream is committed to developing an accessibility standard that respects and promotes dignity and independence of all people with disabilities. Any policy, practice or procedure to be updated or created will consider the impact on people with disabilities.
- Dream will train all required employees on this Policy & Program and the AODA standard.
- Dream will provide notice in the event of a planned or unexpected disruption in services (doors, elevators, parking access, etc). The notice will include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if available.
- Dream will not tolerate any contravention of this policy. If an employee is found to have willfully disregarded this policy they will be subject to discipline up to and including termination.

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## Procedures

Dream's Accessibility Policy is designed to ensure we achieve accessibility by meeting the requirements of Accessibility for Ontarians with Disabilities Act (AODA). Dream's commitment to accessibility is reflected in the following procedures and Multi Year Plan found in Appendix A.

## Definitions

**"Alternative format"** means any other ways of publishing information beyond traditional printing (large print, audio format, etc)

**"Assistive devices"** means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (canes, crutches, wheelchairs or hearing aids)

**"Customers"** means any persons who receives services

**"Disability"** means,

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ["handicap"]

**"Dream"** means Dream Unlimited Corp., Dream Asset Management Corporation, Dream Office Real Estate Investment Trust, Dream Global Real Estate Investment Trust, Dream Industrial Real Estate Investment Trust, Dream Hard Asset Alternatives Trust, such other entities in respect of which Dream Asset Management Corporation acts as asset manager, and each of their respective subsidiaries.

**"Employees"** means every person who deals with a person with a disability, members of the public or third parties on behalf of Dream, whether the person does so as an employee, agent or otherwise

**"Person with Disabilities"** mean those individuals that are afflicted with a disability as defined under the Human Rights Code

**"Service animals"** means any animal individually trained to do work or perform tasks for the benefit of a person with a disability

**"Support persons"** means any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services

## Communication

Dream will communicate with people with disabilities in ways that take into account their disability. We are committed to meeting the communication needs of people with disabilities. Any Dream employee who receives a request from a person with a disability, the employee will make reasonable efforts to accommodate the request. Should the employee be unable to accommodate the request, the issue must be brought to the attention of management to investigate the issue further.

## Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Dream employees servicing the public will be trained to ensure that they are familiar with various assistive devices that may be used by people with disabilities while accessing services. Some devices include but are not limited to wheelchairs, screen reader, hearing aid, cane or walker and oxygen tank.

In the event that a person with a disability is hindered from accessing any goods or services offered, Dream will use its best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another way.

## Service Animals

Dream is committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law, Dream will suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from Dream services where possible.

## Support Persons

Any person with a disability who is accompanied by a Support Person will be allowed to access any services provided by Dream with his or her Support Person. Dream will not prevent a person with a disability who is accompanied by a Support Person from having access to his or her Support Person. Where there are barriers to access or attendance by a Support Person, Dream will seek to facilitate access to ensure the participation of persons with a disability.

## Temporary Disruption of Services

Dream will provide notice when there is a temporary disruption in those services or facilities that persons with disabilities may rely on. This notice will include information about the reason for the disruption, its anticipated duration, and, if applicable, a description of alternative facilities or services that may be available. Notice of service disruptions will be provided as soon as reasonably practicable after Dream is made aware of the disruption, or in advance in the case of planned disruptions.

## Emergency Response

Dream will provide individualized workplace emergency response information and accommodation to employees with disabilities once Dream is made aware of the need for accommodation. An emergency response plan will be generated as soon as possible after Dream is made aware of the accommodation need.

Responsibilities:

Employee:

An employee inform their Manager or People & Culture if they require accommodation, and that the type of accommodation would benefit from an individual emergency response plan.

Manager:

If a manager is informed by an employee that the employee requires accommodation, the manager must inform People & Culture so that an individualized emergency response plan can be created for the employee base on their needs.

People & Culture:

If People & Culture is informed that an employee requires accommodation, People & Culture will work with the employee to create an individualized emergency response plan for the employee. If further considerations are required, the Manager, Health and Safety will be contacted for further assistance.

With the consent of the employee the individualized emergency response plan will be shared with responders designated to help the employee in an emergency.

## Training

Dream will provide accessibility training to all employees who interact with the public. Training will be provided on an ongoing basis whenever changes are made to this Policy to ensure that this Policy is properly implemented at all times. Training will be provided to new employees within thirty days of their start date.

Training will include the following topics:

- The purpose of the Accessibility for Ontarians with Disabilities Act (AODA), the requirements of the customer service standard and Dream's multi-year plan
- Responsibilities of employees, managements, and human resources
- Instructions on how to interact, communicate with and serve people with various types of limitations
- Instructions on how to interact with people and serve people with accessibility limitations who use an assistive device or require the assistance of a service animal or a support person
- Instructions on what to do if a customer is having difficulty in accessing our services

### Feedback Process

Feedback will be provided in a format that respects the communication preference of the person with the limited ability.

Feedback can be submitted in the following formats:

- verbally to management, site office or property management team
- by email:
  - Internal employees contact [peopleculture@dream.ca](mailto:peopleculture@dream.ca)
  - Non- Dream employees (e.g. Tenant) [info@dream.ca](mailto:info@dream.ca)
- by calling 1-877-365-3535

All feedback will be reviewed and any complaints will be addressed as soon as practical. All feedback will be directed to the People + Culture team and if applicable the Manager, Health and Safety, and will be acknowledged.

### Annual Review

The People + Culture team along with the Manager, Health & Safety, will review the AODA requirements every year to ensure all new legislative requirements are adhered to the program.

### Distribution & Circulation

This policy is distributed to all Dream employees, and is located on our intranet and posted on our website.

### Contact

Should you have any questions or concerns about this policy please contact the People & Culture team, at [peopleculture@dream.ca](mailto:peopleculture@dream.ca) or 1.877.365.3535.

## Appendix A: Multi Year Accessibility Plan

The 2014-2021 multi-year accessibility plan outlines the policies and actions that Dream will implement to improve opportunities for those with accessibility needs.

### Customer Service

#### **Customer Service Policy & Program: Complete & ongoing**

Dream has an Accessibility Policy and Program for the Customer Service Standard. We provide training to all applicable employees and continue to train new employees as required in our program. As changes are made to the Program or legislation, employees will be required to participate in refresher training.

- Emergency Information
  - Dream is committed to providing people with disabilities publically available emergency information in an accessible way upon request.
- Training
  - Dream will review the training according to the multiyear plan to ensure we meet or exceed the requirements.
  - Dream will audit the training program to ensure all required employees have participated.
  - New employees will be required to complete the training within thirty days of their start date.

### Information & Communication

Dream is committed to meeting the communication needs of persons with accessibility limitations. Dream will consult with persons with disabilities to determine their needs and accommodate where possible. Dream will ensure that all publicly available information is made accessible upon request.

- When people with accessibility limitations request information and communication in an accessible format it will be provided in a timely manner and at a cost equal to the regular cost charged to others, if any.

#### **Feedback: Ongoing**

Dream will:

- Continue to monitor the [info@dream.ca](mailto:info@dream.ca) email and respond to requests in a timely manner

#### **Website: Ongoing**

- Dream's website will comply with WCAG 2.0 by January 1<sup>st</sup>, 2021 as required by the Government on Ontario



## Employment

### **Accessible Emergency Information: Ongoing**

Dream is committed to providing customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information upon request.

### **Recruitment: Ongoing**

- Dream uses an online applicant tracking system for recruitment. Dream will include a statement on the online system to inform applicants and employees that persons with disabilities will be accommodated throughout the recruitment process and during employment.
- Successful candidates will be notified in writing of our policies for accommodating employees with disabilities when an offer of employment is made.

### **Information for Employees: Ongoing**

- Dream will inform employees of our Accessibility Program by posting information on our intranet and website.
- Dream will inform new employees of our Program during the orientation process
- Any ongoing updates to the Program will be posted on our internal intranet to ensure all employees are kept informed.

### **Process for Employee Accommodate Plans: Ongoing**

- Dream will continue to develop individual accommodation plans and return to work procedures for employees that are absent due to a permanent or short term disability.
- Dream will ensure current practices are in line with the requirements found in the AODA and make any required changes

## Design of Public Spaces: Ongoing

Dream met the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces in Ontario as of January 1, 2017.

Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Dream will put procedures in place to prevent service disruptions to accessible parts of its public spaces.

In the event of a service disruption to the accessible parts of public spaces, Dream will notify the public of the service disruption and available alternatives.

Dream will establish a committee to review the AODA requirements to ensure all new requirements are adhered to and our multiyear plan is updated as required.

For more information on Dream's Accessibility Program please contact:

[peopleculture@dream.ca](mailto:peopleculture@dream.ca) or 1.877.365.3535