

Accessibility Policy

Bellridge Management Inc.

Integrated Accessibility Standards, O. Reg. 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Effective Date: September 18, 2026

1. Purpose and Statement of Commitment

Bellridge Management Inc. (“BMI,” “the Company,” “we,” or “us”) is committed to providing an accessible and inclusive environment for all individuals who interact with our organization, including employees, job applicants, tenants, contractors, and members of the public who visit our office.

We will provide goods, services, and facilities in a way that respects the dignity and independence of people with disabilities. We will give people with disabilities the same opportunity to access our goods, services, and facilities, and allow them to benefit from the same services, in the same place and in a similar way, as other people. Where full integration is not achievable, we will provide an alternative measure that allows the person to access our goods, services, or facilities.

This policy is developed and maintained in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulation, the Integrated Accessibility Standards Regulation, O. Reg. 191/11 (IASR), which includes the Customer Service Standard (IASR Part IV.2, sections 80.45 to 80.51), the General Requirements (IASR Part I), and the Employment Standard (IASR Part III).

2. Scope and Definitions

This policy applies to Bellridge Management Inc. in its capacity as an employer and as a provider of goods, services, and facilities at its own office located at 400-135 Queen's Plate Drive, Etobicoke, Ontario. It applies to all employees, volunteers, and other persons who deal with members of the public or other third parties on BMI's behalf, whether the person does so as an employee, agent, volunteer, or contractor.

Definitions

Term	Definition
Disability	Has the same meaning as in section 10(1) of the Ontario Human Rights Code and includes: any degree of physical disability, infirmity, malformation or disfigurement; a condition of mental impairment or developmental disability; a learning disability; a mental disorder; and an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997. Disabilities may be visible or non-visible, permanent, temporary, or episodic.
Service animal	As defined in IASR section 80.45(4), an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to their disability, or if the person provides a letter or other document from one of the following regulated health professionals confirming that the animal is required for reasons relating to the disability: a member of the College of Audiologists

Term	Definition
	and Speech-Language Pathologists of Ontario, Chiropractors of Ontario, Nurses of Ontario, Occupational Therapists of Ontario, Optometrists of Ontario, Physicians and Surgeons of Ontario, Physiotherapists of Ontario, Psychologists of Ontario, or Registered Psychotherapists and Registered Mental Health Therapists of Ontario. A service animal is readily apparent, for example, when it wears a harness or vest identifying it as a service animal, or guides the person's movement.
Support person	A person who accompanies a person with a disability to assist with communication, mobility, personal care, medical needs, or access to goods, services, or facilities.
Accessible formats	Formats other than standard print that are useable by a person with a disability, including but not limited to large print, recorded audio, electronic formats compatible with adaptive technology, Braille, and other formats usable by people with disabilities.
Communication supports	Supports other than accessible formats that facilitate effective communication, including but not limited to plain language, sign language, captioning, and other supports that facilitate effective communications.

3. Training *(IASR s. 7)*

Who is trained

BMI will provide accessibility training to:

- all employees and volunteers;
- all persons who participate in developing BMI's policies; and
- all other persons who provide goods, services, or facilities on BMI's behalf, including contractors and third parties who deal with members of the public or other third parties on our behalf.

Content

Training covers, at a minimum:

- the requirements of the Integrated Accessibility Standards Regulation applicable to the trainee's role;
- the Ontario Human Rights Code as it relates to persons with disabilities; and
- for employees and others who deal with the public or other third parties on BMI's behalf, the customer service topics set out in IASR section 80.49, including how to interact and communicate with people with various types of disabilities, how to interact with people who use an assistive device or require the assistance of a service animal or support person, how to use equipment or devices available at BMI's premises that may help provide goods or services, and what to do if a person with a disability is having difficulty accessing BMI's goods, services, or facilities.

Timing

Training is provided as soon as practicable after a person begins their duties, and ongoing training is provided whenever BMI's accessibility policies change.

Records

BMI keeps a record of training provided, including the dates on which training is provided and the number of individuals to whom it is provided. Records include, for each individual: name, date training was completed, and a summary of the content covered. These records are maintained in the Training Log and are available on request as evidence of compliance.

4. Feedback Process *(IASR s. 11, s. 80.50)*

BMI welcomes feedback on how we provide goods, services, and facilities to people with disabilities, including compliments, concerns, and complaints. Feedback may be submitted by any of the following methods:

- Email: contact@bellridgemg.com
- Phone: 1-800-989-4691
- Mail: 400-135 Queen's Plate Drive, Etobicoke, ON M9W 6V1
- In person: at BMI's office at the above address
- Feedback form: available at bellridgemanagement.com/accessibility, or by email or mail on request

Feedback may also be submitted, and will be accepted, in an accessible format or with a communication support, on request.

All feedback received will be acknowledged. BMI will review, investigate as needed, and respond to the person who submitted the feedback within 10 business days. Where a complaint cannot be resolved at first contact, it will be escalated to the Accessibility Contact identified in Section 12 of this policy for review and resolution, with a written response provided to the person who submitted it.

Notice of this feedback process, including how to submit feedback and the response timeline, is posted publicly on BMI's website at bellridgemanagement.com/accessibility and is available in an accessible format on request.

5. Accessible Formats and Communication Supports *(IASR s. 12, s. 80.51)*

On request, BMI will provide or 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, and in consultation with the person making the request to determine the suitability of the format or support. Accessible formats and communication supports will be provided at a cost no more than the regular cost charged to other persons.

Examples of accessible formats and communication supports BMI can provide include:

- large print documents;
- electronic formats, including accessible PDF or Word documents compatible with screen-reading software;
- plain language versions of documents;
- reading a document aloud to the requester;
- responding by email instead of by phone;

- TTY or Bell Relay Service for telephone communication; and
- captioning for video or in-person presentations.

BMI will notify the public that accessible formats and communication supports are available on request, including on its website. If BMI determines that a requested format or support cannot be converted, we will tell the requester why and provide a summary of the information or document instead.

6. Service Animals and Support Persons *(IASR s. 80.47)*

Service animals

A person with a disability is permitted to bring their service animal onto BMI's premises and keep the animal with them in all areas that are open to members of the public, unless the animal is otherwise excluded by another law. For example, food preparation areas may be excluded from service animal access under the Health Protection and Promotion Act and its regulations. Where a service animal is excluded from a specific area by law, BMI will offer alternative measures to enable the person to access our goods, services, or facilities, such as arranging service in an alternate location or providing assistance from staff.

Support persons

A person with a disability who is accompanied by a support person is welcome to have that support person accompany them on BMI's premises. BMI will not charge a fee for a support person to accompany a person with a disability while accessing our goods, services, or facilities.

BMI may require a person with a disability to be accompanied by a support person only after consulting with the person and only where a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, and no other reasonable alternative is available.

7. Assistive Devices

People with disabilities are permitted to use their own personal assistive devices to access BMI's goods, services, and facilities. BMI staff are trained on the assistive devices available on our premises, if any, that may help a person with a disability access our goods, services, or facilities, and will offer assistance where needed.

8. Notice of Temporary Disruptions *(IASR s. 80.48)*

BMI will provide notice when there is a planned or unplanned temporary disruption to facilities or services that people with disabilities rely on to access our goods, services, or facilities. These include, without limitation: elevators, the accessible entrance, accessible washrooms, automatic doors, and accessible parking.

Notice of a disruption will include the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available. Notice will be posted:

- on BMI's website at bellridgemanagement.com/accessibility;
- by telephone, email, or voicemail message to visitors with scheduled appointments, where appropriate; and

- by any other method that is reasonable in the circumstances.

Where a disruption is planned in advance, notice will be posted in advance of the disruption wherever possible. A fill-in template for posting disruption notices is maintained as a companion document to this policy (04_Temporary_Disruption_Notice_Template).

9. Employment Standards *(IASR Part III)*

(a) Recruitment *(IASR s. 22)*

BMI will notify employees, the public, and job applicants that, when requested, BMI will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. This notice is included in job postings.

(b) Recruitment, assessment, and selection *(IASR s. 23)*

BMI will notify job applicants, when they are individually selected to participate in an interview and/or assessment, that accommodations are available on request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, BMI will consult with the applicant and provide or arrange for suitable accommodation that takes into account the applicant's accessibility needs.

(c) Notice to successful applicants *(IASR s. 24)*

When making offers of employment, BMI will notify the successful applicant of its policies for accommodating employees with disabilities. This notice is included in offer letters.

(d) Informing employees of supports *(IASR s. 25)*

BMI will inform employees of its policies used to support employees with disabilities, including policies on the provision of job accommodations, as soon as practicable after commencing employment, and will provide updated information whenever there is a change to existing policies.

(e) Workplace emergency response information *(IASR s. 27)*

Where BMI is aware that an employee has a disability, and the disability is such that individualized workplace emergency response information is necessary given the employee's accessibility needs, BMI will provide the employee with individualized emergency response information.

Where the employee requires assistance, and with the employee's consent, BMI will provide the individualized information to the person designated by BMI to provide assistance to the employee. This information will be reviewed when the employee moves to a different location within BMI's office, when overall accommodation needs or plans are reviewed, and when BMI reviews its general emergency response policies. A standard form for recording this information is maintained as a companion document to this policy (05_Workplace_Emergency_Response_Form).

(f) Accommodation, return to work, and career development *(IASR s. 28–32)*

BMI maintains a process for developing documented individual accommodation plans for employees with disabilities, and a documented return-to-work process for employees who have been absent due to a disability and require disability-related accommodation to return to work.

BMI takes into account the accessibility needs of employees with disabilities in its performance management, career development and advancement, and redeployment processes.

10. Accessibility Compliance Reporting

BMI currently has fewer than 20 employees in Ontario and is therefore not required to file an Accessibility Compliance Report. If BMI's Ontario headcount reaches 20 or more, BMI will file the report with the Government of Ontario by the applicable deadline and make it available to the public, including by posting it on BMI's website and by providing a copy on request.

11. Modifications to This and Other Policies

BMI will not develop or maintain any policy, practice, or procedure that does not respect and promote the dignity and independence of people with disabilities. Where BMI is required to make changes to this or any other policy, BMI will consider the impact on people with disabilities.

This policy is available in accessible formats, on request, in accordance with Section 5 of this policy.

12. Questions and Contact

Questions about this policy, or requests related to accessibility, feedback, accessible formats, or accommodation, may be directed to:

Yuriy Srybnik, Treasurer & Secretary
Bellridge Management Inc.
400-135 Queen's Plate Drive, Etobicoke, ON M9W 6V1
Email: contact@bellridgemg.com
Phone: 1-800-989-4691

Approval

This policy has been reviewed and approved by:

Yuriy Srybnik, Director
Bellridge Management Inc.

Signature: 

Date: September 16, 2026

Effective date: September 18, 2026

This policy will be reviewed annually and updated as needed to reflect legislative changes and organizational practice.