

SPOTLIGHT REPORT

INCLUSION BY DESIGN



Daniels
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DESIGNING FOR IMPACT

FROM AWARENESS TO IMPACT

Over the last 40 years, The Daniels Corporation (Daniels) has championed an approach to real estate development and construction that prioritizes inclusion. In striving to build communities where everyone belongs, feels welcome and at home, we have invested in social, cultural and economic infrastructure that creates opportunities for people and neighbourhoods to thrive.

We have also kept innovation at the forefront of our work, understanding as city-builders that responding to the evolving needs of those living in the communities in which we build is central to our people-first philosophy.

In the early 2000s, we began hearing from homeowners about a noticeable gap in accessible housing options in the Greater Toronto Area (GTA), particularly in newly constructed communities. Families and individuals with accessibility needs were contacting our team looking for ways to make their future homes more comfortable, functional and suitable to their mobility requirements.

Recognizing the challenge of implementing significant design changes in homes already under construction or recently completed, we brought our teams together to better understand the accessibility gaps in our multi-unit

residential buildings. These buildings met the mandated Ontario Building Code (OBC) requirement that 15 per cent of units be designed with basic accessibility features built in.

A closer examination of the OBC standard for homes in multi-unit residential buildings revealed that the mandate primarily functioned as a checklist for satisfying minimum requirements rather than ensuring homes were truly livable for individuals using mobility devices. As such, many people with mobility needs felt excluded from the opportunity to live in our new and existing communities.

We also assessed what it would take to incorporate homes designed with a higher level of accessibility into our communities from the outset.

We acknowledged that accommodating individual design change requests would not allow us to systematically address livability gaps posed by the minimum requirements. Furthermore, an individualized approach presented construction challenges for us and cost implications for prospective homeowners.



Roll-out balcony, featured at Uniti in Brampton.



Accessible washroom with roll-in shower, featured at Uniti in Brampton.

Instead, we saw an opportunity to prioritize inclusion by developing a pipeline of accessible homes. Working with accessibility experts, including those with lived experience, we conducted a “roll through” of an existing high-rise condominium community we had built to make sure we were not simply relying on our teams to assess accessibility gaps. The findings revealed various accessibility barriers such as inaccessible balconies, unreachable kitchen cabinets, and narrow doorways. Together with consultants and experts, we took the time to brainstorm potential design solutions. Armed with these learnings, we began developing an internal guideline for designing spaces with higher levels of accessibility.

In 2017, after further consultation with the accessibility community, we launched our trailblazing Accessibility Designed Program (ADP). As part of this program, we committed to building homes within our communities that exceed OBC requirements, to be more accessible for people living with disabilities.

In this Spotlight Report, we share our approach to building accessible homes based on eight years of research and innovation through Daniels’ ADP and we demonstrate a way forward through industry collaboration.

It is our goal as a city-builder and industry leader, to ultimately create welcoming and inclusive communities. To achieve this, we must both address the shortage of new homes designed to enable accessibility needs and inspire our homebuilder peers to embrace this opportunity.

HIGHLIGHT

ACCESSIBILITY ROLL THROUGH AT HIGHPARK CONDOMINIUMS

Jake Cohen, Chief Operating Officer at Daniels, led our "roll through" of Daniels HighPark Condominiums in 2017 alongside Luke Anderson, Co-founder and Executive Director of the StopGap Foundation, and Lorene Casiez, Senior Associate, HumanSpace at BDP Quadrangle.

Together, they identified doorways that could not accommodate a wheelchair, balconies that were not easily accessible, kitchen counters and cabinets that were too high to reach and showers that were not barrier-free.

Through this eye-opening exercise, it became clear to us that our "barrier free" homes built per the OBC did not meet needs of many people living with physical disabilities and requiring the use of mobility aids.

Luke Anderson, Jake Cohen and Lorene Casiez (L-R) at High Park Condominiums for an accessibility roll-through.

Built In, Not Bolted On

In real estate, accessibility is often treated as an afterthought. Our experience demonstrates this traditional bolted approach to accessibility is ineffective and unsustainable. Retrofits are both costly and time-consuming, and often compromise suite design and finishes, leading to poor resident experience.

We have created internal processes that prioritize accessible design at the very outset of planning a new community. This approach allows us to take a holistic approach and consider not only the physical convenience accessibility features will provide, but also the sense of inclusion and belonging afforded to residents.

Our approach to accessible homes also prioritizes design and uses cost-effective, technically feasible solutions that are elegant and desirable. In addition, accessible features are not limited to the suites. Our common area and amenity design seamlessly incorporate accessibility, bringing together form and function.

To achieve this outcome, we have built accessibility into our organizational DNA. All internal departments and divisions including Design and Architecture, Marketing and Sales, Communications, Social Impact, Contracts and Estimating, Construction and Customer Care, work collaboratively to implement and execute on our accessibility initiatives.



Accessible kitchen with roll-under sink and stove, featured at Uniti in Brampton.

DANIELS' ACCESSIBILITY DESIGNED PROGRAM (ADP)

We are intentional in our commitment and approach to building accessible homes that meet the needs of people living with disabilities. With this in mind, Daniels' ADP is managed by our Design and Architecture team. Its core components are laid out in our ADP Standards.

Developed over the past six years through close and ongoing collaboration with consultants, homeowners and tenants, and other leaders in accessibility and disability services, the ADP Standards include guidance on overall suite layout and common area considerations, in addition to room-by-room design guides, and best practices for selecting fixtures and furniture.

While the ADP is primarily focused on addressing barriers to mobility, some elements of the standard also aim to enable other accessibility needs such as vision and hearing loss, along with dexterity requirements.

This program was created to make accessible features a part of our base construction program. As a result, ADP design features and suites are incorporated into all our new multi-unit residential developments, with suite count and percentage determined by Daniels on a project-by-project basis. Striving to provide a variety of suite types, we offer a range of ADP homes, from one bedroom to three bedrooms.



Jake Cohen, Daniels' COO, and Luke Anderson, Founder and Executive Director of StopGap Foundation during the ADP launch in 2017.

A man with dark hair, wearing a dark blue blazer over a light purple button-down shirt and blue jeans, is seated in a black wheelchair. He is smiling and looking towards the camera. He is in a modern building hallway with wood-paneled walls and a glass door in the background. A piece of abstract art is visible on the wall to the left.

HIGHLIGHT

CANADA MORTGAGE AND HOUSING CORPORATION UNIVERSAL DESIGN GUIDE

In February 2023, CMHC published a Universal Design Guide, which included a case study on Daniels' ADP. In the case study, CMHC highlighted how Daniels incorporated universal design features into **Daniels' DuEast Condominiums**, noting that this condominium community is a model for other multi-unit residential buildings.

The CMHC Guide reflects best practices in accessibility, and provides the housing industry with a prescriptive outline of how to:

- Design and build innovative, inclusive and affordable multi-unit residential buildings
- Implement universal design to meet a range of community needs
- Make homes adaptable, safer and more intuitively designed for all

ADP Suite Requirements

All Daniels' ADP suites have been thoughtfully designed to ensure that they are both constructible and functional. As such, our design guidelines improve on standard OBC barrier-free requirements.

Being intentional in our commitment and approach to planning accessibly designed buildings that meet a wider range of needs, we have developed a list of accessible features that are included in all Daniels' ADP suites.

Our standard ADP suite offerings are available at no additional cost. However, recognizing that accessibility needs vary from individual to individual; we also work with our homebuyers early in the process to customize standard suites and design for specific accessibility requirements as needed.

While these customizations may have additional costs, we are committed to continually expanding the program and considering the feedback we receive from homeowners and tenants to improve and evolve our ADP offerings from one community to the next.

KEY FIGURES

198

Total ADP suites since program launch, including:

38 completed

124 under construction

36 pre-construction

\$217K

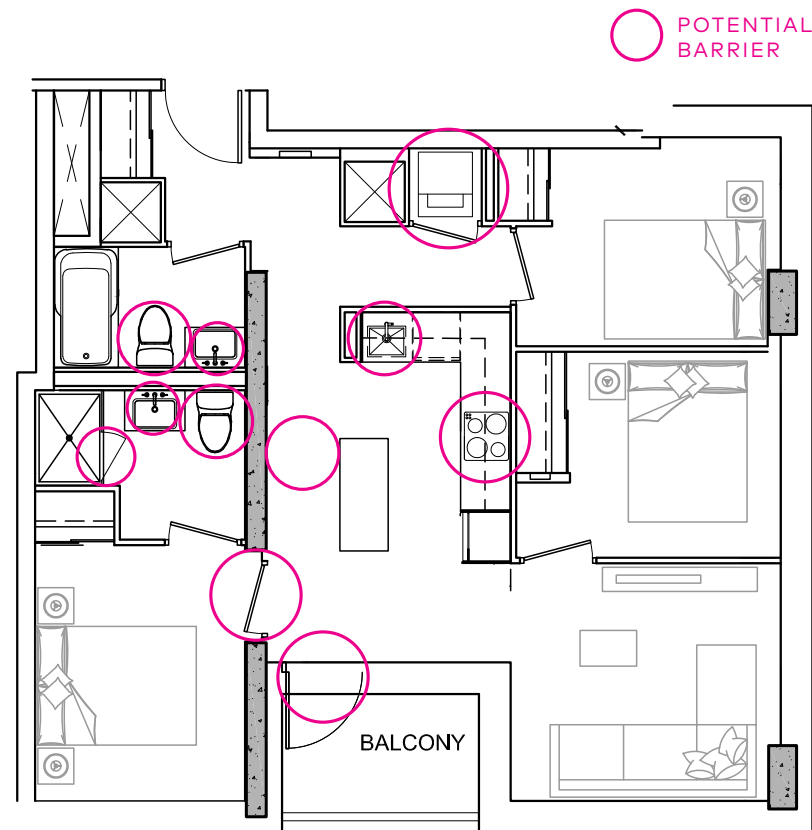
to support initiatives that accelerate accessibility



Isometric Rendering of 3-Bedroom ADP Suite.

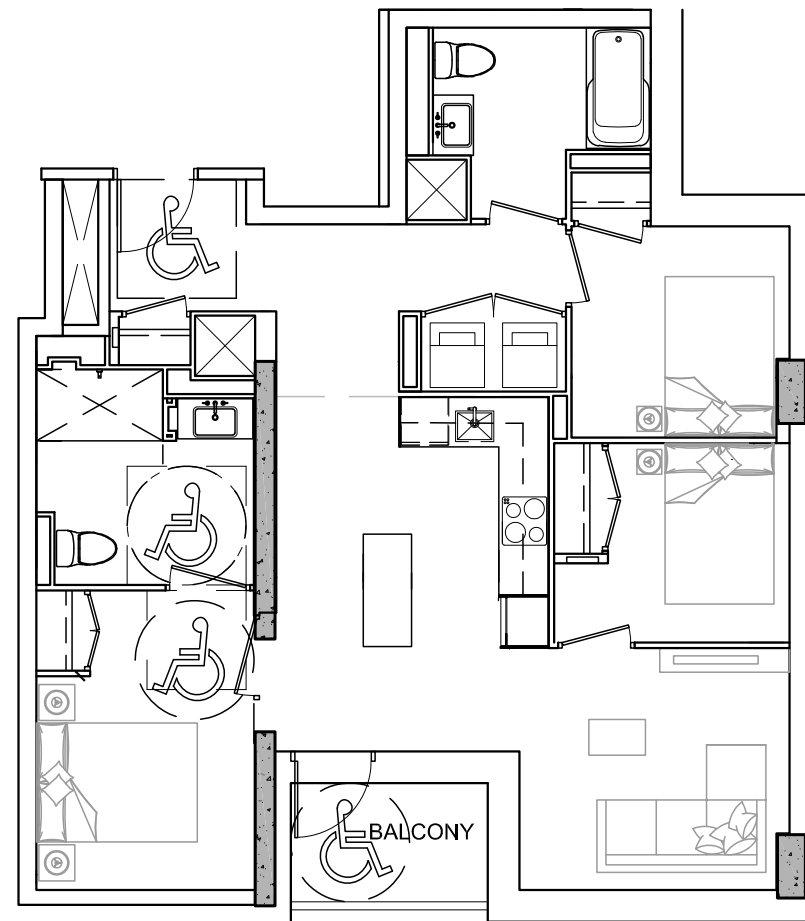
REQUIRED BY ONTARIO BUILDING CODE

- ✓ Barrier-free (BF) path of travel from entry to at least: 1 bedroom, 1 bathroom, kitchen & living room
- ✓ Turning radius within entry to suite and dead end corridors



OBC BARRIER-FREE SUITE

REQUIRED BY ACCESSIBILITY DESIGNED PROGRAM



ADP SUITE

- ✓ Barrier-free (BF) path of travel from entry to at least: 1 bedroom, 1 bathroom, kitchen & living room
- ✓ Turning radius within entry to suite and dead end corridors
- ✓ Power door operator (PDO) rough-in at entry and balcony door
- ✓ All doors clear opening minimum 860mm and 965mm door frame
- ✓ Push/pull latch side clearance (LSC) on all doors
- ✓ Electrical outlets and receptables to be at 450mm AFF
- ✓ Devices and wall controls to be mounted between 900-1100mm AFF
- ✓ Accessible hardware
- ✓ One BF washroom with dual entry when there is only one washroom
- ✓ One bedroom with turning radius with a minimum of 610mm (2ft) to 3 sides of a standard queen size bed and clearance in front of closet
- ✓ Side-by-Side Washer and Dryer
- + Customizable ADP kitchen

**project dependent*

ADP In Common Areas and Amenities Spaces

At Daniels, we believe amenity spaces are more than just bookable rooms; they are extensions of living space, designed to enhance the quality of life of our residents.

ADP features are incorporated into common areas and amenity spaces to make our new communities truly welcoming and inclusive. Lowered concierge desks with hearing loops, accessible kitchens in party rooms, larger turning radii and waste chutes with automatic door openers mean that people living with disabilities can find comfort and convenience, as well as independence in our new condominium and rental communities.

“The accessibility feature on the garbage disposal door has a motion sensor. When I'm carrying the garbage bag, I have one hand on the bag and the other on my controller. Without the motion sensor, I would not be able to open the garbage disposal.”

– **Roddey Harb**, Resident
ADP Suite at Daniels DuEast
Boutique Condominiums



Lobby at Daniels on Parliament with accessible concierge desk.



TESTIMONIAL



Roddey Harb, pictured at DuEast Boutique Condominiums in Regent Park.

What Accessible Living Looks Like in a Daniels Community

The impact of Daniels' ADP is best understood by the resident experience. A resident living in an ADP home at Daniels' DuEast Boutique Condominiums in Regent Park, Roddey Harb shares his experience in his own words:

ON ACCESSIBILITY FEATURES:

"It's all at a reachable height."

"In the kitchen...the height of the stove, in particular, is right at my level. As well as the height of the oven. The other thing is that the thermostat is at the right height for me. In a lot of units, surprising or not, the thermostat is super high up and nearly unreachable. The height on the thermostat and the light switches in this suite are perfect."

ON THE LAYOUT:

"Every square foot and inch has been masterfully designed."

"The hallways are very wide. It's not like most other 950 square foot units that I've been in, that felt tiny and boxlike. Everything in this unit feels like I have plenty of room. I drive an electric wheelchair, so it's like a miniature car, right? So, having that space is critical."

ON THE ACCESSIBLE BALCONY:

"Wow!"

"The accessible balcony was just the cream on the top, for me. And I didn't even know about the balcony when I first heard about this suite and expressed my interest to live here...I remember that first day, I closed my eyes, thinking, 'man, if I could get on this balcony, it's going to be incredible.' And to my surprise, I could just easily go out on it. It was completely accessible."

COLLABORATORS

IN ACCESSIBILITY

L'ARCHE TORONTO

L'Arche Toronto Homes Inc. (L'Arche Toronto) is a charitable organization that supports individuals living with intellectual disabilities in their daily lives, by providing community-living homes and a wide range of programming.

Over the last 50 years, L'Arche Toronto has established four community-living homes across the city. While these homes have provided enormous benefit to their residents, many of L'Arche Toronto program participants, known as Core Members, remain on the waitlist for community-living opportunities.

In 2018, following a chance meeting between Daniels and L'Arche Toronto leadership at a conference where our now Chief Operating Officer, Jake Cohen, was speaking about Daniels' ADP, we collaborated to build L'Arche Toronto's fifth community-living home in the city: River House.

Made possible through Daniels' ADP, River House is a custom-built eight-bedroom accessible residence integrated within Artworks Tower Condominiums in Regent Park.

Funded with support from government grants, including from the City of Toronto and CMHC, as well as contributions from donors, L'Arche Toronto has raised over \$3 million to realize this opportunity. The funding has also enabled L'Arche Toronto to create housing that is affordable, in addition to accessible.

Daniels completed construction of River House in 2023. The stunning and fully accessible 4,100 square foot home is built all on a single floor and is designed to welcome five Core Members and three live-in assistants.

With eight single-occupancy bedrooms, three bathrooms, an office, a media room, ensuite laundry facilities and same floor access to the building's fitness and recreation facilities, River House serves as a new model of what is possible through intentional collaboration.

Daniels contributed \$100,000 to L'Arche Toronto's 'Everyone Belongs' capital campaign to support this initiative in addition to approximately \$300,000 contributed through in-kind fees and credits.



Members of the Daniels and L'Arche Toronto teams during construction of River House.

ACCESSNOW

AccessNow is an accessibility technology company whose mobile app "provides a pan-disability lens on the accessibility of physical spaces around the world." AccessNow aims to make communities easier to navigate for people living with disabilities.

In May 2022, the AccessNow team, Daniels and Regent Park residents came together for a MapMission event to document the accessibility of publicly accessible spaces in the neighbourhood, including parks, community centres, and commercial spaces. The purpose was to rank the accessibility of these spaces to highlight both the spaces that are inclusive, and those that pose accessibility challenges for people living with disabilities.

Results from the MapMission revealed two-thirds of the publicly accessible spaces reviewed by the MapMission team were rated accessible. A total of 500 accessibility features were observed throughout the community, including automatic doors, accessible parking spots and elevators, digital menus, braille signage, lowered counters, and universal washrooms., among others.

This collaboration with AccessNow has contributed to a broader understanding of accessibility at the neighbourhood scale and demonstrates how smart city advancements can help people with disabilities live comfortably and prosperously. The partnership builds upon Daniels' commitment building communities that are not only accessible, but also foster a sense of belonging for residents.



Participant in AccessNow's MapMission in Regent Park.

STOPGAP FOUNDATION

StopGap Foundation (StopGap) is a local not-for-profit organization that remove physical barriers to spaces with the aim of creating "a world where every person can access every space." Through StopGap's Community Ramp Projects and Ramps on Request program, local businesses with a step-up entry are provided with access ramps to eliminate barriers in the built environment.

StopGap Foundation ramps were originally focused on providing greater access for wheelchair and mobility device users. However, many others, such as caregivers using strollers, find them useful as well.

The brightly coloured ramps also spark curiosity and invite people to think and talk about accessibility in an innovative way. This has allowed StopGap Foundation to become a leader in advocating for broader systems change. Bringing together policy makers, designers, builders, architects, and community organizers, StopGap Foundation has been able to build momentum around accessibility initiatives.

In fact, Luke Anderson, Co-founder and Executive Director of StopGap Foundation, has provided invaluable guidance to our teams as we have developed Daniels' ADP.

“One of StopGap's core values is 'community'. Another one of our core values is 'fun'. We're incredibly grateful to continue having fun, building an inclusive community, and collaboratively making this world a better place with Daniels.”

- Luke Anderson, Executive Director, StopGap Foundation

Working with organizations whose staff and leaders have lived experiences is an important way we ensure our team is on the right path when it comes to implementing our accessibility interventions.

In 2023, 10 Daniels employees volunteered to participate in a learning session organized by StopGap Foundation, which included a ramp painting activity.



Daniels volunteers painting ramps at StopGap Foundation.

RICK HANSEN FOUNDATION

For over three decades, the Rick Hansen Foundation has been raising awareness, changing attitudes, and breaking down physical barriers for people living with disabilities through impactful programs and initiatives.

The Rick Hansen Foundation Accessibility Certification™ (RHFAC), in particular, has been instrumental in creating systems change in the design and construction of the built environment.

This flagship program challenges builders, institutions, and developers, like Daniels, to go beyond the building code and create innovative solutions to build communities that are universally accessible. Delivered by Rick Hansen Foundation directly, this certification program, provides businesses with accessibility targets, and creates an accountability mechanism, ensuring builders are deliver a higher standard of accessibility.

Daniels has achieved a RHFAC Pre-Construction Gold certification on four of our new multi-unit residential communities. We have recently made the decision to target this certification on all future Daniels multi-unit residential communities. To achieve this goal, two Daniels team members have obtained their RHFAC Professional designation and will continue to work closely with colleagues on our Design and Architecture, Construction Project Management, and customer care teams to ensure accessibility is prioritized at every stage of the development process.

Daniels Communities with RHFAC Pre-Construction Gold Certification:

uniti

THE kith
CONDOMINIUMS

DANIELS ON
PARLIAMENT

Daniels
MPV2



Uniti, developed by Daniels and Choice Properties REIT, is on track to achieving full RHFAC Gold Certification.

CREATING INDUSTRY-WIDE CHANGE

ACCELERATING ACCESSIBILITY COALITION

When we launched Daniels' ADP in 2017, our goal was to change the way we approached accessibility in our work and ultimately build communities that are more inclusive and welcoming.

Over the last eight years, we have collaborated with accessibility organizations, conducted extensive research on accessible design, and developed an approach that we are proud of.

However, it has also become increasingly clear that we cannot act alone. Recent data from Statistics Canada notes that over 20 per cent of Canadians over the age of 15 live with some form of disability. As a result, building accessible communities across our cities and country requires participation from the broader the real estate and development sector.

In response, Daniels has spearheaded a movement that brings together real estate development and accessibility leaders to create more accessible residential communities across Canada. Named the Accelerating Accessibility Coalition (AAC), this initiative is unique in that it calls upon homebuilders to prioritize physical accessibility in the design, development and construction of the millions of new homes that are planned to be constructed across the country over the next decade.



Founding members of the Accelerating Accessibility Coalition with speakers from the launch event in November 2022.

KEY FIGURES

22 total tools in the accessibility toolbox

37 members in total to date
– almost double the number of members from real estate, accessibility and civic organizations since the launch

12 news stories on accessible housing
on CBC (online, radio, TV), Nova Res Urbis, yorku.ca, Storeys, Remi Network

\$173K+
secured for education and awareness building, including:

- Research with Sunnybrook Research Institute on measures, barriers and enablers – Funded by Accessibility Standards Canada/Government of Canada
- Video with Daniels to illustrate what makes housing inaccessible and accessible



Accessible kitchen with side-open oven, featured at Uniti in Brampton.



Accessible washroom with roll-under sink, featured at Uniti in Brampton.

With the support of the Urban Land Institute's Toronto Chapter, which serves as secretariat, the AAC raises awareness about accessibility and implements collaborative initiatives aimed at increasing the supply of accessible housing.

Starting with 15 members at the Coalition's launch in November 2022, the AAC has grown to 37 members as of the end of 2023.

Luke Anderson, Executive Director of the StopGap Foundation and Heela Omarkhail, Vice President, Social Impact at Daniels, served as the AAC's inaugural co-chairs. Over the course of its first year, the AAC launched an Accessibility Toolbox, convened real estate industry professionals for a workshop hosted by AccessNow, and developed research partnerships with Seneca Polytechnic and Sunnybrook Research Institute.

A clarion call to our peers in industry, the AAC invites real estate development professionals to step up and commit to learning about accessibility and collaborating with accessibility organizations in a sustained effort to move the needle in building accessible housing.

Understanding that it takes experience to deliver accessible communities, our team at Daniels is eager to continue learning as well as sharing our knowledge and expertise through the AAC to make our cities inclusive and resilient for all.

“It's time to unlearn the practices that have established generations of inaccessible design and replace them with inclusive methodologies that reflect the authentic diversity of needs that people with and without disabilities require throughout life.”

- **Maayan Ziv**, Founder and CEO of AccessNow, and a founding member of the AAC.



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