THE CANADIAN REAL ESTATE ASSOCIATION
L'ASSOCIATION CANADIENNE DE L'IMMOBILIER

CREA and REALTOR.ca IASR Policy

Integrated Accessibility Standards Regulation Policy

Purpose

This policy is drafted in accordance with the *Integrated Accessibility Standards (Ontario Regulation 191/11)* and addresses how The Canadian Real Estate Association and REALTOR.ca Canada Inc. (collectively, hereinafter "CREA") achieves or will achieve accessibility by meeting the requirements of the regulation. The requirements will be met within the timeframes set in the regulation.

The requirements of the regulation include:

- The establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines CREA's strategy to prevent and remove barriers and meet its requirements under this regulation;
- Since CREA does not currently have any self-service kiosks, nor any plans to purchase kiosks, this requirement does not apply to CREA;
- Training;
- The specific requirements under the Information and Communication Standards, the Employment Standards and the Design of Public Spaces Standards;

This policy is supported by procedures/departmental policies which outline the detailed processes and accommodations pursuant to this policy.

Definitions

a) **Accessible formats** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
b) **Accommodation** means the special arrangements made or assistance provided so that customers with disabilities can participate in the experiences available to

customers without disabilities. Accommodation will vary depending on the customer's unique needs.

c) **Communication supports** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

d) **Communications** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;

e) **Conversion ready** means an electronic or digital format that facilitates conversion into an accessible format;

f) '**Disability**' is:

   i. 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 co-ordination, 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

   ii. A condition of mental impairment or a developmental disability

   iii. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language

   iv. A mental disorder, or

   v. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

g) **Information** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

h) **Maintenance** means activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs.

i) **Off-street parking facilities** include open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged, including visitor parking spaces in parking facilities.

j) **Redeveloped** means planned significant alterations to the public spaces, but does not include maintenance activities, environmental mitigation or environmental restoration.

k) **Volunteer** may include a person who voluntarily undertakes a task on behalf of CREA.

Statement of Organizational Accessibility Commitment

CREA is committed to providing goods or services that respect the dignity and independence of persons with disabilities. We believe in integration and equal opportunity to enable customers with disabilities to obtain, use and benefit from quality goods or services in a timely manner, and employees with disabilities to participate fully and meaningfully in services and employment. We will ensure that information and communications are available in accessible formats to all CREA staff and customers, and we are committed to identifying barriers to accessibility and actively seeking solutions to prevent or remove barriers, in accordance with requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA).

Accessibility Goals

CREA complies with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). We view accessibility as providing our employees, customers and stakeholders with uninhibited access to all our services and information. Our goal is to be a barrier- free organization by identifying, removing and preventing barriers that may limit the involvement of people regardless of ability.

Mandatory Requirements

General

(1) Accessibility Plans

a. The multi-year CREA Accessibility Plan (“the plan”) outlines CREA’s strategy to prevent and remove barriers;
b. The plan is posted on our website and will be provided in alternate formats upon request;
c. The plan will be reviewed and updated at least once every five years;

(2) Training

a. CREA ensures that training is provided on the requirements of accessibility standards referred to within the I*ntegrated Accessibility Standards (Ontario Regulation 191/11)* and on the *Human Rights Code* as it pertains to persons with disabilities for:
    i. All employees and volunteers;
    ii. All persons who participate in developing CREA's policies; and
    iii. All other persons who provide goods, services or facilities on behalf of CREA.
b. The training provided is appropriate to the duties of employees, volunteers and other persons.
c. Training is provided as soon as practicable to employees, volunteers and other persons.
d. Where there are changes to the Integrated Accessibility Standards Policy, training will be provided with regard to those changes.
e. CREA will maintain a record of the dates on which training is provided and the number of individuals to whom it was provided.

Information and Communication Standards

(3) Feedback

a. CREA's Customer Feedback process is accessible to persons with disabilities and provides or arranges for the provision of accessible formats and communication supports upon request.

(4) Accessible Formats and Communication Supports

a. CREA will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
    i. In a timely manner that takes into account the person's accessibility needs due to disability; and
    ii. At a cost that is no more than the regular cost charged to other persons.
b. CREA will consult with the person making the request in determining the suitability of an alternative format or communication support.

(5) Accessible websites and web content

a. Beginning January 1, 2014 all new CREA internet websites and web content on those sites will comply with WCAG 2.0 Level A;
b. As of January 1, 2021 all CREA internet and web content will conform with the WCAG 2.0 Level AA, other than: success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded); and
c. Websites and web content, including web-based applications, that CREA controls directly or through a contractual relationship that allows for modification of the product, are included in this timeline, where practicable.

Employment Standards

(6) Recruitment

a. CREA notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes;
b. During a recruitment process, applicants who are individually selected to participate in an assessment or selection process are notified that accommodations are available upon request in relation to the materials or processes used;
c. If a selected applicant requests an accommodation, CREA consults with the applicant, having regard for the applicant's accessibility needs, on the provision of a suitable accommodation; and
d. When making an offer of employment, CREA will notify the successful applicant of its policies for accommodating employees with disabilities.

(7) Informing employees of supports

a. CREA informs its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on job accommodation that take into account the employee's accessibility needs due to a disability.
    i. New employees will be informed as soon as practicable after they begin their employment; and

ii. Where there are changes to existing policies on the provision of job accommodation, all employees will be provided updated information.

(8) Accessible formats and communication supports for employees

a. Where an employee requests it, CREA will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
    i. Information that is needed in order for the employee to perform the employee's job; and
    ii. Information that is generally available to employees in the workplace.
b. CREA will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(9) Workplace emergency response information

a. CREA provides individual workplace emergency response information to employees who have a disability;
    i. Where the disability is such that individual information is necessary; and
    ii. Where CREA is aware of the need for accommodation due to the employee's disability.
b. If an employee with individualized workplace emergency response information requires assistance and provides consent, CREA will provide the individualized information to the person designated by CREA to provide assistance to the employee.
c. Individualized information is provided as soon as practicable after CREA becomes aware of the need for accommodation due to an employee's disability.
d. CREA will review the individualized workplace emergency response information;
    i. When the employee moves to a different location;
    ii. When the employee's overall accommodation needs or plan are reviewed; and
    iii. When CREA reviews its general emergency response policies.

(10) Documented individual accommodation plans

a. CREA has a written process for the development of Individual Accommodation Plans for employees with disabilities.

(11) Return to work

a. CREA has a documented 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.

(12) Performance Management

a. Where CREA uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(13) Career Development and Advancement

a. Where CREA uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(14) Redeployment

a. Where CREA redeploys its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account in redeployment.

Design of Public Spaces Standards

(15) Exterior Paths of Travel

a. When CREA builds new or makes major changes to existing paths of travel the minimum height requirements for outdoor sidewalks and walkways, ramps, stairs, and curb ramps are taken into consideration.

b. Maximum ratio requirements for slopes and sidewalks are also considered along with the firmness, stability and slip resistance of ramp and stair surfaces.

(16) Accessible Parking

a. When CREA constructs new off-street parking facilities or makes major changes to existing off-street parking, wider parking spaces for people who use mobility aids such as wheelchairs and standard-width spaces for people who use mobility assistive devices such as canes, crutches and walkers are included in the construction.
b. The number of available accessible parking spaces is in compliance with the total number of existing parking spaces.
c. Access aisles to allow persons with disabilities to get in and out of their vehicles are also provided.

(17) Obtaining Services

a. Service Counters

   When constructing new service counters, including when replacing existing service counters, CREA shall ensure:
   i. that at least one service counter is accessible to people who use mobility aids such as wheelchairs;
   ii. The counter is low enough for someone sitting in a mobility aid;
   iii. The counter has sufficient clear space for the person's knees; and
   iv. The service counter is clearly identified with sufficient signage.
b. Fixed Queuing Guides
   When constructing new fixed queuing guides CREA shall ensure:
   i. Queuing areas to access CREA's services are wide enough for people using mobility aids and devices to move through the line, including when the line changes direction; and
   ii. People who are blind or have vision loss can detect the queuing area with a cane.
c. Waiting Areas
   When constructing new waiting areas or redeveloping an existing waiting area CREA shall ensure:
   i. At least three percent of seating in CREA waiting areas that have seating fixed to the floor is accessible for someone using a mobility aid; and

ii. No fewer than one seating space is accessible.

(18) Maintenance

a. CREA's accessibility plan includes its preventative and emergency maintenance procedures for the accessible parts of its public spaces, including posting of regular maintenance schedules and letting people know about alternatives.
b. Procedures for handling temporary disruptions in service when an accessible part of CREA's public spaces stops working are also part of the plan.

APPENDIX A

CREA Compliance Deadlines

Year	***Description - (all section numbers referring to IASR)***
2012	Emergency procedures, plans or public safety information s. 13 Workplace emergency response information s. 27
2013	No new requirements
2014	Accessibility policies s. 3; Accessibility plans s. 4; All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A s. 14
2015	Training s. 7; Feedback processes s. 11
2016	Accessible formats and communication supports s. 12 All Accessibility Standards for Employment s.22-32
2017	All applicable Accessibility Standards for the Design of Public Spaces s.80
2018 and beyond	**2018** New Multi-Year Accessibility Plan and at least once every subsequent five years; All Internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions) s. 14

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