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

# *THE CANADIAN REAL ESTATE ASSOCIATION MULTI-YEAR ACCESSIBILITY PLAN*

Revised: 2026

## Statement of Commitment

CREA and its subsidiary, REALTOR.ca Canada Inc. (collectively, hereinafter "CREA"), are 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, 2005* (AODA).

**ACCESSIBILITY STRATEGIC ROAD MAP**

CREA has established an Accessibility Working Group to advise about the requirements and implementation of AODA accessibility standards and preparation of accessibility reports, including access for persons with disabilities to CREA services and premises.

CREA has also partnered with AODA compliance experts who have provided:

- Assistance with producing or updating accessibility policies and report compliance with the customer service standard accessibility regulations;
- Training for staff and volunteers to equip them with the knowledge, skills and tools needed to provide accessible customer service; and
- A proposal for website review to be proactive and to provide accessible web information to customers (including members, the public, and other stakeholders).

# Strategy Roadmap:

| | 2009-2014 | 2014-2016 | 2017 and onwards |
|---|---|---|---|
| **Accessibility in policies, programs and review of legislation** | See The Canadian Real Estate Association Multi-Year Accessibility Plan, published 2013 | Accessibility is part of all of CREA's business. | 2021:<br>Review and update of Multi-Year Accessibility Plan and Customer Service Plan to reflect changes in the law and CREA practice.<br>Accessibility continues to be a part of all of CREA's business. |
| **Ensure accessibility included in all core business** | | Communications, websites, technology solutions and documents employ accessibility best practices.<br><br>Staff provided with training required under the Integrated Accessibility Standards (IASR). | Continue to work towards WCAG Level AA (as specified by *Integrated Accessibility Standards* [IASR]) for CREA Internet products and apps by January 1, 2021 (or if not by that date, as soon as possible thereafter). |
| | | Best practices on employment accommodation and return to work implemented. | Best practices on employment accommodation and return to work implemented. |
| **Accessibility shown as an organizational priority** | | Accessibility continues as strong organizational commitment. | Accessibility continues as strong organizational commitment |
| | | Managers and staff have regard to accessibility in the performance process. | Managers and staff have regard to accessibility in the performance process. |
| | | Staff and customer feedback obtained on accessibility accommodation. | Staff and customer feedback obtained on accessibility accommodation. |

| Compliance Deadlines CREA[1] | | |
|---|---|---|
| **2012** | Emergency procedures, plans or public safety information s. 13 | Workplace emergency response information s. 27 |

[1] All section numbers referring to IASR.

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|---|---|
| **2013** | No new requirements |
| **2014** | Accessibility policies s. 3<br>Accessibility plans s. 4<br>All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A s. 14 |
| **2015** | Training s. 7<br>Feedback processes s. 11 |
| **2016** | Accessible formats and communication supports s. 12<br><br>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<br>**2021** New Multi-Year Accessibility Plan<br>All Internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions) s. 14<br><br>**2026** and onwards: review of Multi-Year Accessibility Plan |

# Our progress on the AODA regulations:

The following outlines CREA's commitments and progress in meeting accessibility standards in five key areas:

- Policies, Processes and Practice
- Customer Service
- Information and Communication
- Employment
- Design of Public Spaces

**Policies, Processes and Practice:**

Policies and practices help staff embed accessibility into everyday activities and help ensure compliance activities are communicated and delivered in a consistent way across CREA.

The following steps have been taken:

- New refreshed policies to reinforce accessibility considerations.
- Published Service Standards are posted on CREA's website.
- New and existing tools and guidelines embed accessibility criteria into day-to-day business practices.
- Policy, program and legislative reviews take place to find and fix barriers to accessibility.
- Performance is monitored against these standards and against feedback from CREA customers and staff.

**Customer Service:**

CREA is committed to providing products and services in various formats depending on the needs of our customers. In order to meet this requirement:

- Information about our products and services is accessible, accurate and up to date and made available on CREA's website.
- Alternative formats of CREA documents are available upon request and in accordance with the accessible service standard.
- A feedback process is in place through which customers can make comments, suggestions and complaints. The feedback process will allow comments in person, by telephone, in writing or by delivering an electronic text by email, or otherwise.
- A complaints procedure is in place where CREA offers the customer a full explanation of the circumstances and takes appropriate action.
- Accessibility information is widely available through corporate communications and events.
- A notice of service disruption shall be provided in advance and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities and services that may be available.

CREA has developed the following to assist in meeting our commitment to customer service:

- Customer service policy which outlines our commitment to service;

- Multi-Year Accessibility Plan which clarifies mandatory requirements under the standard; and
- Accessibility Training including:
    - E-learning for all new employees as part of orientation
    - Experiential training for all employees
    - Management training
    - E-learning for volunteers

**Information and Communications:**

Our goal is to achieve compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR to ensure websites are accessible for all.

In addition, we want to ensure that communication materials, telephone communications and face-to-face interactions meet the requirements of the Act. To date we have:

- Developed guidelines and best practices for creating accessible documents for common desktop applications such as MS Word, Excel and PowerPoint.
- Ensured that information, including emergency procedures, plans, and public safety, is readily available in a variety of alternative formats such as large print, HTML and tagged PDFs.
- Developed a training strategy to ensure that staff and partners have the knowledge, tools and technical advice to create accessible materials.

We have created and implemented communications standards to ensure information is accessible to all users, such as:

**Written Materials:**

- Communications staff received training on developing or revising materials with accessible content in alternate formats.
- Key staff are trained to create, evaluate and enhance accessible PDF documents using Adobe Acrobat Professional.
- Publications are provided in alternate formats on request. Requests will be processed through the Communications department.

**Email:**

Email messages should be sent using best practices to make communications more accessible including:

- Avoiding the constant use of PDF attachments to relay information and placing content in the body of the email when possible;
- When using attachments, ensuring the content – if brief – is also copied into the body of the email; and
- Providing context and further information with a link to the HTML version of the full document.

**Websites and Apps:**

CREA has undertaken the following steps to build accessibility into its website refresh cycles:

- Acquired an AMP testing tool, which is widely regarded as the best WCAG compliance testing tool available;
- Leveraged the information obtained through AMP to compile an extensive list of requirements specific to CREA's web products;
- Incorporated these requirements into the relevant development guidelines;
- Implemented as many automatic tests as possible and used manual testing where applicable;
- Developed internal standards for the development of new websites to ensure alignment with WCAG 2.0 AA standards and the IASR;
- Developed standards, resources and technical specifications to support the refreshing of websites to meet legislated obligations for accessibility;
- Trained staff on how to use these systems;
- Continued to rely on MSAs and SOWs to require AODA compliance and help ensure that suppliers submit proposals that will result in deliverables that comply with the IASR;
- Provided AODA requirements to suppliers as part of the package of materials that are provided to developers; and

- Conducted spot audits to verify compliance after release. If a feature is determined not to be compliant, we either request that the supplier fix the issue or consider whether to continue working with that supplier.

**Employment Standards:**

We are committed to ensuring that the process of recruitment and retention is inclusive and accessible for everyone. CREA accomplishes this by:

- Identifying and removing barriers in the workplace for staff and customers;
- Understanding and accommodating various types of disabilities and their impact on work performance;
- Understanding employer obligations to provide employment accommodation;
- Understanding CREA's obligations and leadership under AODA regulations;
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required;
- Revising individual work plans and developing a manager's guide, tools and templates to remove barriers from screening practices.

**Recruitment:**

- CREA informs employees and the public about the availability of accommodations for applicants with disabilities during the interview process;
- CREA makes every effort to ensure job postings are available in a variety of formats when requested and through access points that ensure potential applicants with accommodation needs are aware of the posting, including ensuring that recruitment agencies are in compliance with these standards;
- CREA informs successful candidates of its policies for accommodating employees with disabilities when offering employment. This notice will be included in the letter of offer to the successful candidate;
- CREA is committed to fair and accessible employment practices and as such has a policy for accommodating employees with disabilities.

**Informing Employees with Disabilities of Supports Available to them:**

- CREA informs all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations. Information will be provided through newsletters, email and staff meetings;
- New employees are informed during the orientation process;
- All employees are provided with updated information whenever there is a change to existing policies on the provision of job accommodations; and
- Employees are assured that their privacy is respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.

**Accessible Formats and Communication Supports for Employees:**

CREA consults with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively.

**Individual Accommodation Plans:**

CREA develops written individual accommodation plans for employees with disabilities including:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved;
- The manner in which the employee can request the participation of a representative from the workplace in the development of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee; and
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans shall include, as required:

- Information on accessible formats;
- Workplace emergency response information;
- Other accommodation.

**Return to Work:**

CREA has a return to work process that is formally documented on an individual basis. Throughout the process, the human resources team works closely with the employee and their manager. CREA ensures that managers understand the accommodations being made as well as the privacy/communication concerns and agreements around return to work accessibility requirements. CREA documents this process in compliance with section 29 of these standards.

**Performance Management and Career Development:**

- CREA reviews the accessibility needs of employees with disabilities with regard to performance management and career development in ways that take their accessibility needs into account, including performance plans in accessible formats as well as coaching and feedback.
- CREA has updated its existing performance management process to ensure that accessibility is built into the process.
- CREA has developed a list of considerations/questions concerning accessibility that each manager will include in performance management and career development, including with respect to redeployment.

**Design of Public Spaces Standard**

CREA is committed to identifying, removing and preventing barriers when constructing and maintaining new or redeveloped elements of its public spaces, including exterior paths of travel, accessible parking, service counters, fixed queuing guides, and waiting areas.

# We would like to hear from you:

Do you have any thoughts or feedback on what has been accomplished so far? Ideas on how plans or projects can be improved? Do you need any other information to move forward with your own plans? Please contact us with your questions and ideas. We would be pleased to hear from you.


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