

Ontario Real Estate Association

Accessibility Plan and Policies

Integrated Accessibility Standards – Accessibility for Ontarians with Disabilities Act

This 2014-21 accessibility plan outlines the policies and actions that Ontario Real Estate Association (“OREA”) will put in place to improve opportunities for people with disabilities.

1. Purpose

This policy is intended to address the accessibility requirements of the Integrated Accessibility Standards Regulations, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”).

2. Scope of the Policy

This policy applies to all individuals (including employees, agents and contractors) who deal with the public or third parties on behalf of OREA.

3. Statement of Commitment

OREA is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

4. Accessible Emergency Information

OREA is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

5. Training

OREA will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members by January 1, 2015.

6. Kiosks

OREA will ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks (meaning any interactive electronic terminal, including a point-sale device, intended for public use that allows users to access one or more services or products or both by January 1, 2014).

7. Information and Communications

OREA is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

OREA will make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

OREA will ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

OREA will make sure all publicly available information is made accessible upon request by January 1, 2016.

OREA will make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

8. Employment

OREA is committed to fair and accessible employment practices. We will notify the public and staff that, when requested, OREA will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

OREA will develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

OREA will prevent and remove other accessibility barriers identified.

For further information on this Accessibility Plan, please contact:

Alison J. Berne
General Counsel and Chief Privacy Officer
Ontario Real Estate Association
99 Duncan Mills Road
Don Mills, Ontario
M3B 1Z2
E-mail: aberne@orea.com
Telephone: (416) 445-9910 x 621
Fax: (416) 445-2644