

# **RE/MAX Realty Specialists Inc. Multi Year Accessibility Plan**

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## Introduction and statement of commitment

The **Integrated Accessibility Standards Regulation** (IASR) under the **Accessibility for Ontarians with Disabilities Act** (AODA) requires RE/MAX Realty Specialists Inc. to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

Every five years, RE/MAX Realty Specialists Inc. sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, RE/MAX Realty Specialists Inc. aims to become barrier-free by 2025.

This course includes complying with the following accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The 2012–2021 accessibility plans will help to inform planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the **Accessibility for Ontarians with Disabilities Act** (AODA). The AODA requires RE/MAX Realty Specialists Inc to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

The multi-year accessibility plan outlines the specific steps RE/MAX Realty Specialists Inc is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

RE/MAX Realty Specialists Inc remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan has been developed by our Accessibility Advisory Committee in accordance with the Integrated Regulation. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA. It will be provided in an alternative format upon request. [Note that only public

sector organizations must set up an Accessibility Advisory Committee, though it is a good practice for all organizations to have one.]

In accordance with the requirements, RE/MAX Realty Specialists Inc will:

- Report annually on its website on its progress on implementing this plan [This is only a requirement for the public sector but it is recommended for all organizations]
- Provide all information relating to the plan in alternative formats upon request
- Review and update the plan at least once every five years.

The Accessibility Coordinator, who is part of the Accessibility Advisory Committee, will follow up on the progress of the plan and, if necessary, remind the responsible parties of their roles in implementing the plan. The Committee will meet as required to review implementation to remove and prevent barriers and achieve accessibility under the AODA.

The establishment of an Accessibility Advisory Committee promotes the sharing of initiatives and helps to develop a culture of accessibility and inclusion.

This Committee is involved in the preparation of the Accessibility Plan in respect of the **Accessibility for Ontarians with Disabilities Act, 2005**, Regulations and Standards

## **Section One: Report on measures already implemented to identify, remove and prevent barriers in 2012–2021**

From 2012-2021, RE/MAX Realty Specialists Inc will continue to comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation—Standards for Employment, Information and Communications, and Transportation [if applicable]. When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives RE/MAX Realty Specialists Inc implemented on or before January 1, 2012 and will continue to implement from 2012–2021

### **1. Standards for Customer Service**

RE/MAX Realty Specialists Inc. met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these in the hub area and on the corporate website.
- Providing accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact, with persons with disabilities on behalf of the company or are involved in the creation and implementation of policies, practices and procedures for the company.
- Reviewing customer service feedback forms in print and online
  - Working with the building manager and landlord to develop a notification service disruption protocol, and communicated the customer service policy to staff so that support persons and service animals are permitted onto RE/MAX Realty Specialists Inc premises.
- Adding an “Accessibility” button to the footer of the website to communicate the customer service policy and provide instructions for enhanced accessibility offerings.
- Creating a customer service policy that highlights information about accessibility requirements under the AODA including policies, guidelines and mandatory and recommended training requirements for staff and management.

- Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool at ServiceOntario's ONE-Source for Business website.
- Tracking attendance for accessibility training courses.
- Communicating through policies and newsletters about the best ways to plan accessible events for customers.

**Required legislative compliance:** January 1, 2012

**Implementation timeframe:** September 2011 to January 1, 2012

**Completion date:** January 1, 2012

## **2. Emergency response and evacuation plans under the IASR Standards for Information and Communications and Employment**

RE/MAX Realty Specialists Inc. incorporated accessibility considerations into its emergency response and evacuation plan and procedures. The following measures were taken:

- Instructions were provided to staff regarding evacuation in times of emergency to gather at locations that are accessible.
- Persons with various disabilities were consulted to ensure we meet the needs of all persons with disabilities in our emergency response plan, and that public safety information and instructions are provided in a timely manner if an emergency or disaster occurs.
- Fire and disaster wardens were instructed to identify persons in need of assistance in advance of an emergency to discuss the location of the designated waiting areas and how identified persons will be escorted out.
- The emergency response plan and public safety information and instructions were reviewed and modified to take the needs of persons with various disabilities into consideration.
- The emergency response plan and public safety information is available to the public in an accessible format or with appropriate communication supports upon request.

- In cooperation with our building manager, the emergency procedures have been updated to ensure they can be followed by customers or employees with disabilities.
- Individualized workplace emergency response information has been made available to employees who have disclosed a disability, and such employees will be accommodated according to their disability when and if an emergency or disaster occurs. These individualized plans have been communicated to their managers and recorded in their personnel files.
- The company has instituted a “buddy system” in which a designated individual provides assistance to a specific disabled employee (with the disabled employee’s prior consent) to help him or her evacuate the workplace in case of an emergency or disaster.
- Employees have been trained on the emergency response plan and/or public safety information and instructions to ensure that they know how to interact with persons with disabilities (employees and customers) during an emergency, incident or dangerous situation.
- Individualized emergency response information is reviewed when:
  - a) An employee moves to a different location in the organization
  - b) An employee’s overall needs or plans are reviewed; and
  - c) When reviewing general emergency response policies

[**Note:** The information and communications standard only requires that organizations make their emergency response policies available to the public if they have such policies. It also does not require the use of both official languages.]

**Required legislative compliance:** January 1, 2012

**Implementation timeframe:** September 2011 to January 1, 2012

No employees with disabilities at present. Will be addressed on an individual basis as need arises.

**Completion date:** January 1, 2012

## **Section Two: Report on planned measures to identify, remove and prevent barriers in 2012–2021**

This year, RE/MAX Realty Specialists Inc accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas—information and communications, employment, transportation, and the built environment.

### **1. Standards for Customer Service**

RE/MAX Realty Specialists Inc is committed to ensuring that people with disabilities continue to receive accessible goods and services beyond January 1, 2012. This means they will receive goods and services with the same high quality and timeliness as others as per the customer service policy issued January 1, 2012.

#### **Commitment**

Company has adopted the accessible customer service policy and procedures.

#### **Identification of barriers**

People with disabilities face a range of physical and attitudinal barriers including stereotyping and prejudice. Inadequate resources and the lack of common objectives with regards to accessibility and equity seriously curb efforts to remove barriers.

RE/MAX Realty Specialists Inc has identified that we do not have customers who are deaf or hard of hearing and communication barriers do exist.

Many areas of the organization do not have appropriate signage for wayfinding.

#### **Planned action(s)**

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, RE/MAX Realty Specialists Inc will:

- Continue to highlight the CS Policy in education, training and activities.
- Review the company's existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility-related feedback.

- Consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required.
- Remind the building manager and landlord of the building-specific service disruption notification protocols.
- Assess premises and other areas where barriers may exist that prevent customer access to our goods and services.
- Review effectiveness of policy, procedures and practices and make necessary adjustments.
- Review training requirements for staff who have high interaction with the public; retrain on the customer service policy and procedures, the law and any general or existing accessibility matters.
- Continue to track and report on training compliance on an annual basis.
- Implement and promote awareness of TTY technology to communicate with someone who is deaf, deafened or hard of hearing. Train employees on how to use TTY and communicate the existence of this assistive device to customers.
- Encourage staff to consider accessibility when planning meetings and events with customers, including vendors and suppliers.
- Use visual or tactile signs to identify branding and to display posters, signage and brochures for all locations within the premises.
- Improve emergency evacuation procedures for deaf persons.
- Provide appropriate accessible wayfinding signage and instruction to clients and visitors.
- Update customer service policy on providing services to people with disabilities in regards to accessible formats under the Integrated Regulation.

**Required legislative compliance:** None

**Implementation timeframe:** January 2012 to January 1, 2013

**Completion date:** January 1, 2013



## **2. Standards for Integrated Accessibility general requirements**

### **2.1. Accessibility policy and statement of commitment to IASR Commitment**

To implement a statement of commitment and policy on how RE/MAX Realty Specialists Inc] will achieve accessibility through meeting the IASR's requirements.

#### **Identification of barriers**

RE/MAX Realty Specialists Inc will assess physical, attitudinal and communication barriers across the company to ensure we remove and prevent barriers to access for persons with disabilities in our organization.

#### **Planned action(s)**

- Draft a policy that addresses how RE/MAX Realty Specialists Inc will achieve or has achieved accessibility through meeting the IASR's requirements.
- RE/MAX Realty Specialists Inc Integrated Accessibility Standards Regulation policy and statement of commitment will be made available to the public on the premises and on the corporate website.
- RE/MAX Realty Specialists Inc Integrated Accessibility Standards Regulation policy and statement of commitment will be available in an accessible format upon request. We will consult with the person with a disability when identifying the appropriate format.

**Required legislative compliance:** January 1, 2014

**Implementation timeframe:** January 2012 to January 1, 2014

**Completion date:** January 1, 2014

## **2.2. Accessibility plan maintenance**

### **Commitment**

Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.

Post the accessibility plan on the organization's website and provide the plan in accessible format upon request.

Review and update the accessibility plan at least once every five years.

**Required legislative compliance:** January 1, 2014

**Implementation timeframe:** January 2012 to January 1, 2014

**Completion date:** January 1, 2014

## **2.3. Procurement or acquisition of goods, services, or facilities**

### **Commitment**

To implement a process for the procurement or acquisition of goods, services or facilities through meeting the Integrated Regulation's requirements.

Incorporate accessibility criteria and features when procuring or acquiring goods and services.

### **Identification of barriers**

Assess existing purchasing and procurement policies for barriers to access to goods, services and facilities provided by the organization.

### **Planned action(s)**

RE/MAX Realty Specialists Inc will:

- Distribute letter to key stakeholders recommending corrective actions or changes to procedures or purchasing criteria
- Put a process in place to:
  - Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so

- Upon request, provide an explanation when it is not practical to do so
- Make premises fully accessible

**Required legislative compliance:** Not required

**Implementation timeframe:** January 2012 to January 1, 2014

**Completion date:** N/A

## **2.4. Self-service kiosks**

### **Commitment**

To implement a process for making features of the self-service kiosks accessible through meeting the IASR's requirements.

### **Identification of barriers**

RE/MAX Realty Specialists Inc does not employ self-service kiosk at this time; unable to identify barriers.

### **Planned action(s)**

If and when RE/MAX Realty Specialists Inc employs self-service kiosks, put a process in place to:

- Use accessibility criteria and features when acquiring and using self-service kiosks, except where it is not practical to do so
- Upon request, provide an explanation when it is not practical to do so

**Required legislative compliance:** January 1, 2014

**Implementation timeframe:** to be determine when applicable

**Completion date:** N/A

## **2.5. Training**

### **Commitment**

To implement a process for ensuring that all employees, volunteers, persons who deal with customers and the public on the company's behalf, and persons participating in the development and approval of the company's policies, practices and procedures receive the appropriate training that meets the requirements under the Integrated Regulation.

### **Identification of barriers**

Ensure meetings and training sessions are accessible for employees with learning and other disabilities.

### **Planned action(s)**

RE/MAX Realty Specialists Inc will:

- Provide training on the requirements of the Integrated Regulation and on the **Human Rights Code** as it pertains to persons with disabilities to all employees, volunteers, contractors, other third parties who interact with persons with disabilities on behalf of the company and persons involved in the creation of policies
- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided
- Ensure training is provided on the requirements of the accessibility standards
- Provide training in respect to any changes to policies on an ongoing basis

**Required legislative compliance:** January 1, 2015

**Implementation timeframe:** January 2012 to January 1, 2015

**Completion date:** January 1, 2015

### **3. Standards for Information and Communications**

RE/MAX Realty Specialists Inc is committed to making company information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our goods, programs and services to the public.

#### **Focus**

Access to information involves matters relating to format and availability of content, including the means of access and technologies associated with it. While access to publications and information is usually the responsibility of the Corporate Administrator and all Branch Administrators, there are also related responsibilities in all departments and units that produce publications and websites, such as promotions, marketing and communications.

#### **Commitment**

RE/MAX Realty Specialists Inc will incorporate new accessibility requirements under the information and communications standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. RE/MAX Realty Specialists Inc will endeavour to provide necessary communication supports in a timely manner.

#### **Identification of barriers**

RE/MAX Realty Specialists Inc will assess its communication methods and attitudes to identify and remove barriers to information and communications with people with disabilities.

#### **Planned action(s)**

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, RE/MAX Realty Specialists Inc will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs
- With the Accessibility Advisory Committee, identify problems and provide recommendations for PDF documents and forms

- Post the accessibility plan on the company's website
- Post a statement on the website about accessibility and the availability of accessible formats and communication supports
- Establish an online survey for users with a disability to provide feedback on web accessibility
- Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities
- Recode and deploy coding changes to enhance accessibility
- Plan to provide a link at the bottom of all web pages with an accessibility statement and a site containing tips on how to use the website
- Ensure new internet websites and web content on those sites conform to WCAG 2.0 Level A by January 1, 2014
- Ensure all websites and web content conform to WCAG 2.0 Level AA other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021

### **Feedback**

- Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request
- Consult the person making the request to determine suitability of format
- Notify the public about the availability of accessible formats and communication supports

**Required legislative compliance:** January 1, 2016

**Implementation timeframe:** January 2012 to January 1, 2021

**Completion date:** N/A

## **4. Standards for Employment**

RE/MAX Realty Specialists Inc is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

### **4.1. Recruitment**

#### **Commitment**

RE/MAX Realty Specialists Inc will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

#### **Identification of barriers**

RE/MAX Realty Specialists Inc will assess recruitment policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

#### **Planned action(s)**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, RE/MAX Realty Specialists Inc will:

- On RE/MAX Realty Specialists Inc job advertisements, specify that accommodation is available for applicants with disabilities
- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities
- Inform candidates about the availability of accommodations:
  - when called for an interview
  - during the selection process
  - at the time of job offer
  - at orientation
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs
- When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities

**Required legislative compliance:** January 1, 2016

**Implementation timeframe:** January 2012 to January 1, 2016

**Completion date:** January 1, 2016

## **4.2. Support information for employees**

### **Commitment**

RE/MAX Realty Specialists Inc. will incorporate new accessibility requirements under the Employment standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

### **Identification of barriers**

RE/MAX Realty Specialists Inc will assess its supporting documents, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

### **Planned action(s)**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, RE/MAX Realty Specialists Inc will:

- Inform current employees and new hires soon after they begin employment of RE/MAX Realty Specialists Inc policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- Provide information under this section to new employees as soon as practicable after they begin their employment
- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
  - information that is needed in order to perform the employee's job



- information that is generally available to employees in the workplace

**Required legislative compliance:** January 1, 2016

**Implementation timeframe:** January 2012 to January 1, 2016

**Completion date:** January 1, 2016

#### **4.3. Documented individualized plans (i.e. return to work plan, accommodation plan)**

##### **Commitment**

RE/MAX Realty Specialists Inc will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support employees are eliminated and corporate policies are followed where applicable.

##### **Identification of barriers**

RE/MAX Realty Specialists Inc will assess its return-to-work and accommodation plans, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

##### **Planned action(s)**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, RE/MAX Realty Specialists Inc will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
- Include in the process the means by which the employee is assessed on an individual basis
- Provide an individualized accommodation plan in writing to any employee with a disability
- Include in the process 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 and how accommodation can be achieved

- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work
- Include in the process the manner in which the employee can request participation of a representative from his or her bargaining agent
- Take steps to protect the privacy of the employee's personal information
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied
- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
- Include any individualized workplace emergency response information
- Identify any other accommodation that is to be provided to the employee

**Required legislative compliance:** January 1, 2016

**Implementation timeframe:** January 2012 to January 1, 2016

**Completion date:** January 1, 2016

#### **4.4. Performance assessment, career development and advancement, and redeployment**

##### **Commitment**

RE/MAX Realty Specialists Inc will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and corporate policies are followed where applicable.

##### **Identification of barriers**

RE/MAX Realty Specialists Inc will assess its performance reviews, career development and advancement, redeployment programs, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

## **Planned action(s)**

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, RE/MAX Realty Specialists Inc will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account:
  - when assessing their performance
  - in managing their career development and advancement
  - when redeploying them
- Review and revise its performance review policy
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities
- Take into account the accessibility needs of employees with disabilities when redeploying employees

**Required legislative compliance:** January 1, 2016

**Implementation timeframe:** January 2012 to January 1, 2016

**Completion date:** January 1, 2016

## **5. Standards for Transportation**

This standard does not apply to RE/MAX Realty Specialists Inc

## **6. Standards for the Built Environment**

This standard is not yet law; however RE/MAX Realty Specialists Inc. is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or when possible before that happens, RE/MAX Realty Specialists Inc will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.