

RE/MAX Realty Services Inc. INTEGRATED ACCESSIBILITY STANDARDS MULTI YEAR PLAN (AODA ONTARIO)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Plan updated: 01/24/2014

Section	Initiative	Description	Action	Status	Compliance Date
Part I – GENERAL REQUIREMENTS					
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Completed January, 2012. Updated December, 2013, approved and posted on Website	Completed	01-Jan-14
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Research and prepare the document and review with Management Posted the plan on our website Diarized follow up dates	Completed January, 2012 Completed January, 2012 Completed January, 2012	
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	To determine method of training and training levels.	Completed - Ongoing since November, 2011 - HRDownloads providing e-learning for all associated with our company -	01-Jan-15
PART II – INFORMATION AND COMMUNICATIONS STANDARDS					
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Conduct a review of all feedback processes across the organization (internally and externally). Consult with all functional areas to make sure all feedback processes are captured. Determine what accessible formats and communication supports we will provide upon request. Ensure staff and management are aware of the need to accommodate upon request through training.	Completed implementation January, 2012, to be reviewed annually	01-Jan-15

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12	Accessible Formats & Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>Requests to be directed to Corporate Communications.</p> <p>Determine what accessible formats and communication supports we will provide to persons with disabilities upon request.</p> <p>Ensure these formats and supports can be provided in a timely manner (ex: same time, 24 hours).</p> <p>Ensure staff and management are aware of the need to accommodate upon request through training.</p> <p>Requests to be directed to Corporate Communications.</p>	Ongoing	01-Jan-16
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to staff and management of this requirement through training. Requests directed to Corporate Communications.	Ongoing	01-Jan-16
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Develop protocol for situations where a suitable agreement cannot be made.	Ongoing	01-Jan-16
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>We have not launched a new public website since 2008 and have not had a significant refresh after Jan 1/12. We have to be concerned not only with www.4561000.com, update.ca but also our Agents personal websites</p> <p>Continuous communication with Web Team.</p>	Ongoing	01-Jan-14
		New internet websites and web content on those sites must conform with WCAG 2.0 Level A.		Ongoing	01-Jan-14
			Continuously review WCAG guidelines to be informed of changes and updates.	Ongoing	01-Jan-21
			All internet websites and web content must conform with WCAG 2.0 Level AA, other than,		01-Jan-21
			success criteria 1.2.4 Captions (Live) & success criteria 1.2.5 Audio Descriptions (Pre-recorded)		01-Jan-21

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PART III – EMPLOYMENT STANDARD					
22	Recruitment -	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Include a statement in job posting stating our commitment in providing accommodations for persons with disabilities.		01-Jan-16
	General		Identify where you advertise, paper, website, bulleting board?		
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Notify applicants (telephone, email, letter, etc.) based on required accommodations advised.		01-Jan-16
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Identify barriers: location of interview room, room set up for in person interviews, interviewing timelines, supports, paperwork, etc. Develop interview guidelines.		01-Jan-16
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its 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.	Circulate policy, training, and staff announcements.		
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Upon hire.		01-Jan-16
25		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	See 25 (1).		01-Jan-16
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	Functional audit of information specific to departments. Audit of regular communications.		01-Jan-16

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26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	List what the employee will require - i.e. Policy, communication supports that are available (accessible PDFs, large print, etc.).		01-Jan-16
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Process developed.	Complete	01-Jan-12
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Part of the process with employee's consent.	Complete	01-Jan-12
27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Part of process.	Complete	01-Jan-12
27		(4) Every employer shall review the individualized workplace emergency response information,	Part of process.	Complete	01-Jan-12
		(a) when the employee moves to a different location in the organization;			
		(b) when the employee's overall accommodations needs or plans are reviewed; and			
		(c) when the employer reviews its general emergency response policies.			
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Develop process.		01-Jan-16
28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements:	Develop process.		01-Jan-16
		1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.			
		2. The means by which the employee is assessed on an individual basis.			
		3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.			

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		<p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29. (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a 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; and</p> <p>(b) shall document the process.</p>	Review current process.		01-Jan-16
29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	Review current process.		01-Jan-16
29		<p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	Include in current process checklist.		01-Jan-16
30	Performance Management	<p>30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	Review current process keeping individual accommodation plan in mind.		01-Jan-16
31	Career Development & Advancement	<p>31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	Review current process keeping individual accommodation plan in mind.		01-Jan-16

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32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Review current process keeping individual accommodation plan in mind.		01-Jan-16