

# Toronto Regional Real Estate Board (TRREB) Accessibility Plan

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This accessibility plan outlines the actions that TRREB will put in place to improve opportunities for people with disabilities.

## **PURPOSE**

This plan addresses the accessibility requirements of the *Integrated Accessibility Standards Regulations*, Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

## **STATEMENT OF COMMITMENT**

As an organization, we respect and comply with the requirements of the *AODA*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone, that ensures equal access and participation for people with disabilities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *AODA*.

## **SCOPE**

This policy applies to all TRREB Members, employees, volunteers, suppliers, and visitors who may enter our premises, access our information, or use our services.

## **TRAINING**

TRREB will provide training to employees and volunteers in accessible customer service on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train all persons who participate in developing the organization's policies and any other person who provides goods, services, or facilities on behalf of TRREB. Training will be provided as soon as practicable and in a way that best suites the duties of those being trained.

## **ASSISTIVE DEVICES**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

The provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

## **COMMUNICATION**

We communicate with people with disabilities in ways that take into account their disability. TRREB employees will be trained to communicate over the telephone in clear and plain language and to speak slowly. TRREB will also offer to communicate with persons with a disability in ***alternate formats*** if telephone communication is not suitable, such as electronic text, large print, recorded audio, and media captioning.

## **SERVICE ANIMALS**

We welcome people with disabilities and their service animals. Service animals are permitted on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons related to their disability.

In circumstances where allowing a person with a disability to be accompanied by a service animal creates a health and safety concern for another person, the service animal will not be permitted and alternate measures will be made available to enable the person with a disability to access our goods, services and/or facility.

## **SUPPORT PERSONS**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Support persons shall be permitted entry to all TRREB facilities and meeting rooms that are open to the public. Where there are admission fees for an event or course organized by TRREB, persons with a disability shall be expected to pay the same fee as other attendees, but no admission fee shall be charged to their support person, except in instances where fees are charged to participants by a third party.

## **TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, TRREB will clearly post a notice that includes the reason for the disruption, its anticipated length of time and the alternative facilities or services, if available.

In some circumstances, advance notice may not be possible, thus when disruptions occur without notice, TRREB will inform people with disabilities by posting written notices at all building entrances and informing people verbally upon arrival.

## **FEEDBACK PROCESS**

TRREB welcomes feedback on how we provide accessible customer service. This will help us identify areas that require change and assist in continuous service improvement. Feedback may be provided by telephone, in person, in writing, or by email, directed to:

Manager, Human Resources  
Toronto Regional Real Estate Board  
1400 Don Mills Road  
Toronto, Ontario, Canada M3B 3N1

Telephone: 416-443-8100  
Email: [accessibility@trreb.ca](mailto:accessibility@trreb.ca)

TRREB will address feedback received on a case-by-case basis and will take appropriate actions to remedy any issues. Where possible, feedback will be addressed immediately, however some feedback may require more effort to address and may need to be reviewed before action is taken. TRREB will respond within 20 business days.

## **SELF-SERVICE KIOSKS**

TRREB will consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

## **INFORMATION AND COMMUNICATIONS**

TRREB is committed to meeting the communication needs of people with disabilities and will consult with them in determining suitability of an accessible format of communications support.

We currently meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.1 Level AA website requirements.

## **EMPLOYMENT**

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

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs of the employee.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

The information will be provided as soon as practicable after TRREB becomes aware of the need for accommodation due to the employee's disability.

TRREB is committed to the prevention and removal of other accessibility issues as identified.

## DESIGN OF PUBLIC SPACES

TRREB is committed to ensuring that public spaces are accessible to everyone and will comply with all applicable requirements under the ***Design of Public Spaces Standards (Accessibility Standards for the Built Environment)*** of the ***Integrated Accessibility***

***Standards Regulation*** when constructing new or making major modifications to public spaces. This does not include minor modifications or maintenance activities.

Public spaces include outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, accessible off-street parking and service-related elements like service counters, fixed queuing lines and waiting areas.

## EMERGENCY INFORMATION

TRREB will ensure that all publicly available safety and emergency information is provided in an accessible format or with appropriate communication supports, upon request.

For further information on this Accessibility Plan, please contact:

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