



## **Property.ca Inc. Multi-Year Accessibility Plan**

### Message from the CEO

Property.ca is committed to providing a barrier-free environment for all employees, clients, job applicants, vendors, and any visitors who enter our offices, access our information, or use our websites or services. As an organization, we respect and adhere to the requirements stated in the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standards, and the Integrated Accessibility Standards Regulation.

We understand that as an organization we have a responsibility to ensure a safe, dignified, and welcoming environment for everyone. Property.ca will ensure equal access for people with disabilities and always treat people with disabilities in a way that allows them to maintain their dignity and independence and with the principles of integration and equal opportunity top of mind.

Property.ca is committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training, and best practices. We will review these policies and practices on a regular basis, as organizational and compliance changes will occur. We will always strive to meet the needs of individuals with disabilities in a timely and effective manner.

We believe that providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to do our part to make accessibility for all a reality.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Qandil".

Bayan Qandil  
CEO

## Introduction

This document outlines the 2021-25 accessibility plan for Property.ca Inc ("Property.ca"). The accessibility plan is intended to improve opportunities for people with disabilities to work at Property.ca and/or access Property.ca's products and services.

Property.ca strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Property.ca is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Property.ca will play its role in making Ontario an accessible province for all Ontarians.

## Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Property.ca Inc. has completed.

### Customer Service

Property.ca is committed to remain compliant with the Customer Service Standard ensuring all Ontarians can access our products and services.

The following has taken place to date:

- We document in writing all of our policies and procedures regarding training, feedback and customer services expectations pertaining to people with disabilities.
- We train all of our staff and independent contractors on the importance of appropriately serving people with disabilities.
- We provide multiple mechanisms for people with disabilities to provide feedback on accessibility of our products and services, e.g., via web forms, in person at any one of our branch offices, by phone, or by email.
- We have a policy that independent contractors (i.e., realtors) arrange to meet clients in accessible locations that take into account disabilities and accommodate assistive devices, support people, and permit service animals.
- We notify customers that all materials are available upon request in accessible formats and have a policy to provide those materials at no extra cost.

- We periodically audit our products and premises to identify and remove barriers to accessibility.

## Information and Communications

Property.ca is committed to provide its information and communications in such a way that they are accessible to all Ontarians.

The following has taken place to date:

- All of Property.ca's websites (i.e., Property.ca, Condos.ca and MrLoff.ca) comply with WCAG 2.0 Level AA accessibility requirements.
- We have incorporated WCAG 2.0 Level AA accessibility requirements into any and all modifications of the web sites.
- We have implemented procedures to conduct automated acceptance testing of all modifications to the website using tools such as WAVE.org and ACE to detect accessibility barriers before release to production servers.

## Employment

Property.ca is committed to provide equal opportunity employment to all Ontarians, including those with disabilities.

The following has taken place to date:

- All job postings state that we are committed to accessibility for persons with disabilities and that we are committed to make appropriate arrangements to ensure that the recruitment process is accessible to all applicants.
- All internal policies and procedures are made available in accessible formats to employees upon request.
- AODA training is provided to all employees during onboarding and appropriate records of such training is maintained.
- We ensure that intranet web tools sourced from third-party vendors and for use by employees comply with WCAG 2.0 Level AA requirements.
- We have a policy and procedure to make accommodations for staff returning to work subsequent to time off due to disabilities.
- We consider barriers to those with disabilities in our performance management and career development process.
- We audit our offices for physical barriers and include accessibility requirements in the design and selection of office spaces. When planning staff social events, we select venues that are accessible to people with disabilities.

## Section Two: Strategies and Actions

Property.ca intends to complete the following planned actions in pursuit of its commitment to make its products and services and employment opportunities accessible to all people with disabilities.

### Customer Service

- We plan to continue AODA training of all employees and independent contractors (i.e., Realtors) during onboarding and through periodic refreshers (ongoing).
- We plan to re-train customer-facing employees and independent contractors (i.e., realtors) on accessibility feedback procedures and receiving and responding to requests for information in accessible formats (2021 year end).
- We plan to train all of our independent contractors (i.e., Realtors) to accommodate customer requests to meet in accessible spaces including in Property.ca's main offices, Property.ca branch offices, or other locations as appropriate (2021 year end).
- We plan to accommodate accessibility factors in the selection and design of a new main office (2022-H1).
- We plan to stay up to date with the state-of-the-art approaches to make real estate content accessible to people with disabilities (ongoing).

### Information and Communications

- Conduct a full WCAG 2.0 Level AA compliance audit of our internally developed Customer Relationship Management intranet site and remedy any findings (2022).
- Factor WCAG 2.0 Level AA requirements into modifications to all customer facing websites and mobile applications (ongoing).
- Conduct automated acceptance testing of all modifications to websites and mobile applications prior to release to production servers (ongoing).
- Develop a panel comprising individuals with a variety of disabilities from who to seek feedback on accessibility of our products and services (2022).
- Monitor and comply with phase-in requirements for more stringent WCAG compliance requirements, e.g., WCAG 2.1, 2.2 (ongoing).

### Employment

- Continue to include accessibility statement and policy on job postings and include a statement of Property.ca's willingness to accommodate individual accessibility requirements of any applicants (ongoing).

- Continue to inform applicants selected for job opening of Property.ca's willingness to accommodate individual accommodation requirements to ensure an accessible work environment (ongoing).
- Continue to document individual accommodation plans and integrate them into the onboarding process (ongoing).
- Continue to inform individuals who missed work due to a disability, injury or illness of Property.ca's willingness to develop individual Return-to-Work plans (ongoing).
- Incorporate employee accessibility requirements in the selection and design of a new main office space (2022-H1).

## Training

Property.ca is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- We plan to source and implement an accessible learning management system through which to conduct and document all training (2021 Q3).
- Ensure that educational or training content in the learning management system is made available in accessible formats upon request (ongoing).
- Continue to include disability awareness training into onboarding processes (ongoing).
- Monitor changes to AODA and incorporate necessary modifications to training programs (ongoing).

## For More Information

For more information on this accessibility plan, please contact Human Resources at 416-583-1660 or [hr@property.ca](mailto:hr@property.ca).

Standard and accessible formats of this document are free on request by phone at 416-583-1660 from or by email at [accessibility@property.ca](mailto:accessibility@property.ca).

## Contact Information

Visit our websites at: [Property.ca](http://Property.ca), [Condos.ca](http://Condos.ca) or [MrLoff.ca](http://MrLoff.ca)

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