

ACCESSIBILITY POLICY

Handley Real Estate Brokerage Inc.

Province: Ontario, Canada

Effective Date: December 2025

Approved By: Matthew Handley – Broker of Record

1. Statement of Commitment

Handley Real Estate Brokerage Inc. (“the Brokerage”) is committed to providing services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities.

The Brokerage is committed to meeting the accessibility needs of persons with disabilities in a timely manner and in accordance with the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and its regulations, including the **Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11**.

2. Purpose

The purpose of this Policy is to:

- Establish standards for accessibility compliance
- Outline procedures for removing barriers
- Ensure compliance with Ontario law
- Promote equal access to services and facilities

This Policy applies to all employees, brokers, salespersons, contractors, and representatives of the Brokerage.

3. Definitions

For purposes of this Policy:

Disability has the same meaning as defined under the Ontario Human Rights Code.

Assistive Device means any device used by persons with disabilities to assist with daily activities.

Support Person means a person who accompanies an individual with a disability to assist with communication, mobility, personal care, or medical needs.

Service Animal means an animal used by a person with a disability for reasons relating to their disability.

4. Accessible Customer Service Standards

4.1 Provision of Services

The Brokerage shall provide services in a manner that:

- Respects dignity and independence
 - Promotes integration
 - Ensures equal opportunity
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4.2 Communication

The Brokerage shall communicate with persons with disabilities in ways that take into account their disability.

Upon request, alternative communication methods may be provided, including:

- Written materials in accessible formats
 - Verbal explanation of documents
 - Extended meeting time where necessary
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4.3 Assistive Devices

Persons with disabilities may use their personal assistive devices when accessing the Brokerage's services.

If required, staff will provide reasonable assistance.

4.4 Service Animals

Service animals are permitted in areas open to the public unless otherwise prohibited by law.

If a service animal is excluded by law, the Brokerage will ensure alternative accommodations are provided.

4.5 Support Persons

A person with a disability may be accompanied by a support person.

The Brokerage will not prevent access to services by a support person.

5. Information and Communications Standards

5.1 Accessible Formats and Communication Supports

Upon request, the Brokerage will provide:

- Accessible formats
- Communication supports

In a timely manner and at no additional cost.

The Brokerage will consult with the individual making the request to determine suitability.

5.2 Website Accessibility

The Brokerage is committed to ensuring its website meets:

Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, as required under AODA.

Where practicable, digital content will be:

- Structured for screen readers
 - Designed with sufficient colour contrast
 - Navigable via keyboard
 - Free from flashing or seizure-triggering elements
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6. Employment Standards (If Applicable)

If the Brokerage employs staff, the following applies:

6.1 Recruitment

The Brokerage shall notify applicants that:

- Accommodations are available upon request
 - Accommodation will be provided throughout the recruitment process
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6.2 Accessible Workplace Information

Upon request, employees with disabilities will be provided with:

- Accessible workplace information
 - Emergency response information tailored to individual needs (if applicable)
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6.3 Individual Accommodation Plans

Where required, individualized accommodation plans may be developed in consultation with the employee.

7. Training

The Brokerage shall provide training to:

- Employees
- Brokers and salespersons
- Contractors and representatives

Training shall include:

- AODA requirements
- The Ontario Human Rights Code as it relates to persons with disabilities
- Proper interaction with persons with disabilities

Training records shall be maintained.

8. Notice of Temporary Disruptions

If facilities or services normally used by persons with disabilities are temporarily unavailable, the Brokerage will:

- Provide notice of the disruption
- Indicate the reason and expected duration
- Provide alternative solutions if available

Notice may be provided via website posting, email, signage, or other appropriate methods.

9. Feedback Process

The Brokerage welcomes feedback on accessibility.

Feedback may be provided via:

- Email
- Telephone
- Written correspondence

All feedback will be reviewed and responded to in a timely manner.

Where requested, responses will be provided in accessible formats.

10. Multi-Year Accessibility Plan

The Brokerage shall maintain a Multi-Year Accessibility Plan if required under AODA (for organizations with 20 or more employees).

The plan shall:

- Outline strategies to prevent and remove barriers
 - Be reviewed at least every five years
 - Be available upon request
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11. Document Availability

This Policy shall be:

- Available to the public upon request
 - Provided in accessible format upon request
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12. Review and Amendments

This Policy shall be reviewed periodically to ensure compliance with:

- AODA requirements
- Regulatory changes
- Operational updates

The Broker of Record is responsible for ensuring ongoing compliance.

13. Contact Information

Accessibility inquiries may be directed to:

Handley Real Estate Brokerage Inc.
Attention: Accessibility Officer
Broker of Record – Matthew Handley
Tel. 647 366 9886
Email: matt@handleyre.com