



Accessibility & Accessible Customer Service Policy

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Policy Administrator:
Adam Gordon, President



Purpose

This policy outlines Gordons Real Estate Brokerage Ltd.'s commitment to identifying, preventing, and removing barriers to accessibility and providing accessible customer service in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

Scope and Applicability

This policy applies to all employees, volunteers, contractors, and clients. Accessibility standards will be implemented consistently across all operations.



Statement of Commitment

Gordons Real Estate Brokerage Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. The organization is committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility.

Accessibility Principles

- ✔ **Dignity** - Services will respect the dignity of persons with disabilities.
- ✔ **Independence** - Persons with disabilities will be able to do things on their own whenever possible.
- ✔ **Integration** - Services will be provided in ways that allow people to benefit in the same place and similar way as others.
- ✔ **Equal Opportunity** - People with disabilities will have equal opportunity to access goods and services.

Multi-Year Accessibility Plan

The organization will establish, implement, maintain, and document a Multi-Year Accessibility Plan outlining strategies to prevent and remove barriers.

The plan will be reviewed and updated at least every five years and will be made available to the public in an accessible format upon request.



Customer Service Standards

- ✓ Goods and services will be provided in a manner that respects dignity, independence, integration, and equal opportunity.
- ✓ Persons with disabilities may use assistive devices.
- ✓ Service animals are permitted in areas open to the public unless otherwise prohibited by law.
- ✓ Support persons are permitted to accompany individuals with disabilities.



Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities, the organization will provide notice including the reason for the disruption, its anticipated duration, and alternative facilities or services where available.



Information and Communication

- ✔ Accessible formats and communication supports will be provided upon request in a timely manner and at a cost no more than regular charges.
- ✔ The organization will consult with the person making the request to determine suitability.
- ✔ Websites and web content will conform to WCAG 2.0 Level AA where practicable.



Employment

- ✔ The organization will notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment.
- ✔ Applicants selected for assessment will be informed that accommodations are available upon request.
- ✔ Successful applicants will be notified of policies supporting employees with disabilities.
- ✔ The organization will develop and maintain documented individual accommodation plans.
- ✔ A documented return-to-work process will be maintained.

- ✓ Accessibility needs will be considered in performance management, career development, and redeployment.
- ✓ Individualized workplace emergency response information will be provided, and with consent, shared with designated assistance persons.



Training

- ✓ The organization will provide training to employees, volunteers, and contractors on AODA, IASR, and the Ontario Human Rights Code.
- ✓ Training will be provided as soon as practicable and on an ongoing basis when changes occur.
- ✓ Training records will be maintained as required.

Feedback Process

The organization welcomes feedback on accessibility and will accept feedback via multiple formats including email, phone, and other accessible methods.

Feedback will be acknowledged and responded to in a timely manner and in an accessible format upon request.

Accessibility Contact

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