

Accessibility Policy

Our Commitment

The CMRAO encourages all persons to access and benefit from CMRAO services and participate in our work. We will strive to remove barriers and make our services, environment and culture respectful of the individual needs of people with different abilities.

Policies, Practices and Procedures

Communication

The CMRAO primarily offers information and communications to the public through its website. Through its online services, which has been designed to accommodate different communication needs, it will strive to meet the 4 pillars of accessibility as defined by the Web Content Accessibility Guidelines. Examples include:

- providing text alternatives for all image content presented on a web page;
- providing functionality that is fully responsive to any screen size; and
- making all functionality available on a keyboard.

We are committed to continually improving the methods used to provide accommodations, and to ensuring that everyone can obtain, use, and benefit fairly and equitably from CMRAO programs and resources (for example, having a phone agent as well as online services for feedback).

For those who want to work for the organization or serve on the Board, committees, or other advisory groups, the CMRAO will use best efforts to make the appropriate accommodations. For example, the CMRAO will only host an event in a facility that has met the accessibility requirements defined in the *Accessibility for Ontarians with Disabilities Act, 2005*.

Assistive Devices and Measures

The CMRAO will accommodate people with disabilities who use assistive devices or require additional measures when attending public hearings or participating in meetings. If a prospective employee or board member needs an assistive device or additional measure, the CMRAO will make the required modifications to its environment to accommodate these requests.



Address: P.O. Box 48087 RPO Davisville Toronto, ON M4S 3C6



Phone: 1-866-888-5426



Website: www.cmrao.ca

Use of Service Animals and Support Persons

At CMRAO's premises, and wherever the CMRAO hosts meetings and other stakeholder events, the organization is committed to welcoming people with disabilities who are accompanied by a service animal or support person.

Procedures

The CMRAO is committed to creating an environment that is respectful to all members of the public who seek access to its services. CMRAO procedures guide employees, Board members and other third-party agents on how to:

- interact and communicate with people with different disability related needs;
- interact with those who use an assistive device or require the assistance of a service animal or a support person;
- assist a person with a disability who is having difficulty accessing CMRAO 's services; and
- provide safe evacuation for people with disabilities during an emergency.

Training for Staff and Board

All CMRAO staff, volunteers and Board members and any third-party contractors employed by will receive accessibility training on how to meet the needs and experiences of persons with disabilities. Topics include:

- an overview of the Human Rights Code as it relates to persons with disabilities;
- an overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- applying CMRAO 's policies, practices and procedures relating to the customer service standard; and
- following CMRAO's emergency management plan for protecting people with disabilities.

The CMRAO will provide further training when making changes to these policies, practices, and procedures.

Upon request, CMRAO will look to provide publications and/or processes for receiving and responding to feedback in accessible formats and with communication supports (dependent on document specifications). The CMRAO will make every effort to ensure that formats and supports take into account the person's accessibility needs, and to provide these at no more than the regular cost charged to others.

Feedback

To provide feedback on how the CMRAO provides services to persons with disabilities, please contact:

Email: info@cmrao.ca

Phone: 1-866-888-5426

Mail:

Condominium Management Regulatory Authority of Ontario

P.O. Box 48087 RPO Davisville

Toronto, ON

M4S 3C6

Modifications to This or Other Policies

The CMRAO is committed to ensuring that its policies, practices, and procedures promote the dignity and independence of all persons with disabilities.

Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. Please direct questions to accommodation@cmrao.ca.