



Accessibility Plan

August 2024

The Real Estate Errors and Omissions Insurance Corporation – who we are and what we do

The Real Estate Errors and Omissions Insurance Corporation (REEOIC) is a non-profit organization established in 1988. We are the mandatory professional liability insurer for approximately 30,000 real estate licensees in British Columbia, including real estate representatives for trading, strata management, and property management, as well as managing and associate brokers and brokerages. Our mission statement is to provide cost-effective professional liability insurance, loss prevention tools and legal support services for the protection of real estate licensees and thereby the public. We have ten full and part-time employees, and we are committed to making REEOIC more accessible for our insureds, employees, stakeholders and other individuals who interact with us.

For more information about REEOIC, please visit our website at www.reeoic.com

Territorial Acknowledgment

We recognize and acknowledge that REEOIC is located on the traditional territory of the Coast Salish Peoples, specifically the territories of the Sḵw̓x̓wú7mesh (Squamish), səlilwətəl (Tsleil-Waututh), and xʷməθkʷəy̓əm (Musqueam) First Nations.

British Columbia's Accessibility Legislation

The *Accessible British Columbia Act*, [SBC 2021] c.19 received royal assent in June 2021. It aims to increase awareness on accessibility and provides a legislative framework to identify, remove, and prevent barriers to accessibility with the intent of making British Columbia more inclusive for persons with disabilities. The *Accessible British Columbia Act* applies to the B.C. Provincial Government and B.C.'s public sector, including REEOIC.

REEOIC's Statement of Commitment

REEOIC believes in equal participation for all individuals, and REEOIC is committed in supporting British Columbia's goal to identify, prevent, and remove accessibility barriers. REEOIC will endeavor to continuously identify accessibility barriers and to seek out opportunities to prevent and remove them where possible. Beginning in 2024 and every three years thereafter, REEOIC will update its Accessibility Plan in

consultation with our Accessibility Committee, which will serve to focus our priorities in eliminating barriers, improving access, and maximizing participation.

Key Principals in the Development of our Accessibility Plan

In developing and updating our Accessibility Plan, we have considered the following principles as set out in the *Accessible British Columbia Act*:

- Inclusion
- Adaptability
- Diversity
- Collaboration
- Self-determination
- Universal Design

Identified Barriers, Plans for Action, and Goals

Through our internal review process, we have identified barriers within REEOIC and have organized them in accordance with the eight accessibility standards set out in the *Accessible British Columbia Act*. The below table sets out the specific barriers that have been identified, a plan for action, and the anticipated outcome. This serves as an important framework for REEOIC to examine accessibility, identify priorities, and measure progress. We anticipate that our plan will continue to evolve based on the input from our employees and those who interact with us.

1. EMPLOYMENT

Barrier identified	Plan for action	Outcome
REEOIC employee and director recruitment processes may not be easily identified by persons with disabilities.	Review recruitment processes and identify opportunities to better communicate recruitment opportunities to candidates with disabilities.	Enhanced participation in the recruitment process.

2. DELIVERY OF SERVICES

Barrier identified	Plan for action	Outcome
There is currently no standard approach for ensuring that the delivery of our core services have taken accessibility into account.	Invite feedback from individuals who interact with us, particularly those who face accessibility barriers.	Increased awareness about accommodation and accessibility.

3. THE BUILT ENVIRONMENT

Barrier identified	Plan for action	Outcome
REEOIC anticipates moving into a new office space in 2025 and there may be unintended barriers in our physical workspace.	Continue working with our office space designer to prevent and address accessibility barriers in our future workspace.	To have a workspace that is accessible to people with disabilities.

4. INFORMATION & COMMUNICATIONS

Barrier identified	Plan for action	Outcome
REEOIC's communications with its insureds are not always available in alternate formats.	Review REEOIC's information dissemination processes and seek out opportunities to provide information in different formats (i.e. audio, video, text, etc.) as necessary.	Ensure that the dissemination of information reaches a more diverse audience and encourages equal participation.

5. TRANSPORTATION

REEOIC does not coordinate a transportation system or a fleet of transportation vehicles, and the accessibility standards for transportation fall outside the scope of this Accessibility Plan.

6. HEALTH

REEOIC supports the health and wellness of all employees. The extended health benefits, including a Health Spend Account, offered to employees provide flexible coverage for a range of assistive devices for those with disabilities.

7. EDUCATION

Barrier identified	Plan for action	Outcome
There is currently no specific training regarding accommodation awareness and support.	Explore opportunities to increase organizational knowledge regarding accessibility and accommodation.	Increased organizational awareness and enhanced support for interactions with disabilities.

8. PROCUREMENT

Barrier identified	Plan for action	Outcome
Event and meeting venues may not meet accessibility requirements of all participants.	Review event and meeting venues for accessibility standards as necessary to ensure equal participation for all intended participants.	Remove barriers to equal participation for REEOIC events and meetings.

Updating our Accessibility Plan and Reporting Framework

We understand that true inclusivity is a journey rather than a destination, and we will continuously build upon our efforts to create a barrier-free environment. Subsequent Accessibility Plans will report on the progress and outcomes that were achieved and identify new areas of priority. Future Accessibility Plans will be updated in consultation with the Accessibility Committee and take into account the feedback received from our stakeholders and those who we serve.

Feedback & Input

We welcome and encourage your constructive feedback, and our Accessibility Committee will consider all feedback received for future Accessibility Plans. If you would like to provide your feedback, please contact us through one of the following methods.

- Contact: Executive Officer
- Address/Mail: 1604-700 West Pender Street, Vancouver, BC, V6C 1G8
- Email: reception@reeoic.com
- Phone: 604-669-0019