

Accessibility for Ontarians with Disabilities Act (AODA)

RVCA Annual Status Report 2022

Customer Service

- Reviewed RVCA Accessible Customer Service Policy for required updates.

Information and Communications

- Ensured all new print and electronic communication tools, including the corporate website, follow acceptable design standards that consider accessibility.

Employment

- Developed written accommodation plans for employees who identified themselves as needing one.
- Maintained training program for all new and existing staff.

Self-service Kiosks

- Reconfigured conservation Area self-serve kiosks at 11 developed conservation areas to ensure safe pathways that allow people with mobility aids, such as walkers or wheelchairs, can easily access the kiosk.

Training

- Ensured third-party training modules comply with AODA training requirements.

Design of Public Space

- Completed annual accessibility audits of developed conservation area.
- Installed two new beach mats to support access to beach and waterfront recreation at conservation areas.
- Fundraise for two accessibility projects focusing on accessible pedestrian bridges and boardwalks.
- Completed Baxter pedestrian bridge and boardwalk designs to include accessibility features highlighted by accessibility consultant.

