

# Accessibility for Ontarians with Disabilities Act (AODA)

## Integrated Accessibility Standards Plan

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### **Executive Summary**

The *Accessibility for Ontarians with Disabilities Act* (AODA) became law in 2005. The purpose of this Act is to improve opportunities for people with disabilities by identifying, preventing and removing barriers that may otherwise limit their abilities to fully participate in society.

Accessibility simply means giving all people opportunities to participate fully in everyday life. This is the first five-year plan for the Rideau Valley Conservation Authority (RVCA). It was prepared to help us meet the obligations set out in the Integrated Standard of the AODA legislation.

The plan describes measures and steps the RVCA will take to remove and prevent barriers to people with disabilities who use our facilities and services, including employees, external agencies, clients, members and the general public.

### **Statement of Commitment**

Rideau Valley Conservation Authority (RVCA) is committed to treating all people in a way that allows them to maintain their dignity and independence.

We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner.

We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

We commit to reviewing and updating the plan at least every five years.

RVCA is committed to providing its clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## Kiosks

RVCA will take the following steps to ensure staff consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks:

- A key accessibility feature is the path to the kiosk. Consider whether people with mobility aids, such as walkers or wheelchairs, can easily access the kiosk.
- Consider what other accessibility features we can build into our kiosks to best meet the needs of our customers.

## Information and Communications

The RVCA is committed to meeting the communication needs of people with disabilities. Our best practices include:

- We consider elements of accessibility in all practices, procedures and policies.
- Print and electronic communications tools follow acceptable design standards that consider accessibility.
- Our website will be maintained, at a minimum, in accordance with AODA standards.
- We try our best to provide documents, reports, publications and forms in accessible formats, as quickly as possible and at no additional cost.
- Tell us what you need by calling or visiting the Land Owner Resource Centre or by submitting an on-line request.
- We welcome feedback on our various services and communication products (brochures, displays, interpretive signs, website pages).
- An online feedback form is posted on our website; we will respond to your enquiry within 48 business hours.
- Read our policies and download forms here. [RVCA Accessibility Website](#)

We follow graphic standard guidelines that support accessibility.

- [RVCA Corporate Writing Style Guide](#)
- [RVCA Communications Manual](#)
- [Good Design Standards](#)

- Access Ability — A Practical Handbook on Accessible Graphic Design, Registered Graphic Designers

### **Employment and Recruitment**

RVCA is committed to fair and accessible employment practices.

- We ensure that the accessibility needs of employees with disabilities are taken into account with regards to performance management and career development.
- We will develop a written accommodation plan for any employee who identifies themselves as needing one.
- We will also take steps to develop and put in place a fair process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability.
- We will train all employees, supervisors, members and volunteers on how to deliver the services described in this plan.
- We will take steps to notify the public and staff that, when requested, we will accommodate people with disabilities during recruitment and selection.
- We notify successful candidates about our policies for accommodating employees with disabilities when offering employment.

All employees receive the Personnel Regulations Handbook with their employment offer.

### **Design of Public Spaces**

RVCA will meet Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, such as:

- Recreational trails and beach access routes
- Outdoor public eating areas like rest stops or picnic area
- Outdoor play spaces, like playgrounds
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas
- Accessible signage
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

A separate plan that describes our accessibility strategy in conservation areas is available.