



Training

The RVCA will ensure that all persons to whom this policy applies receive training as required by the AODA.

The content of the training will include:

- A review of the purposes of the AODA and requirements of the Standard;
- Information about RVCA policies and procedures pertaining to the provision of RVCA services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities, including those who use assistive devices, a support person or a service animal;
- What to do if a person with a disability is having difficulty accessing RVCA goods or services;
- Information about the equipment or devices available on the RVCA premises that may help with the provision of goods or services to persons with disabilities.

All designated persons have now been trained. New employees, Board members and others as appropriate will be trained within 30 days of their start date.

Training records are maintained in accordance with the requirements of the AODA.

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 plan was prepared to help the Rideau Valley Conservation Authority (RVCA) meet the obligations set out in the Accessibility Standard for Customer Service.

The plan describes our policies and procedures for providing goods and services to people with disabilities in a manner that respects their dignity and independence, and ensures they receive the same high standard of service excellence that we endeavor to provide to all our clients.

Statement of Commitment

Rideau Valley Conservation Authority 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 this plan at least every five years.

Communicating with Persons with Disabilities

We strive to communicate with clients with a disability in a manner that takes into account both the disability and the client's preferred method of communication. We recognize that not all

clients will wish to communicate in the same manner. How to interact and communicate with persons with disabilities is set out in our

accessibility training program, which is delivered to all staff, members of our Board of Directors, and to others as appropriate.

Assistive Devices

Clients with a disability are permitted, where possible, to use their own assistive device when on our premises for the purposes of obtaining, using or benefiting from our goods and services. If there is a physical, technological or

other type of barrier that prevents the use of an assistive device, we will first attempt to remove that barrier. If we are not able to remove the barrier, we will ask the client how he/she can be accommodated and what

other methods of service would be more accessible to him/her. We will make best efforts to provide an alternate means of assistance.

Feedback

The RVCA welcomes all feedback, including feedback about the delivery of our services to persons with disabilities. We will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. All clients can submit feedback by completing and submitting a form or by calling 613-692-3571 or 1-800-267-3504.

[RVCA Feedback Form](#)

Documents

All documents related to AODA, including policies, procedures, and practices, are available upon request, subject to the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*

When requested, a document (or the contents of that document), in a suitable alternate format, can be provided at no charge.

Rideau Valley Conservation Authority

3889 Rideau Valley Drive
Box 599
Manotick, ON
K4M 1A5

613-692-3571

Landowner Resource
Centre
Ext 1128

AODA Co-ordinator
Ext 1145

www.rvca.ca

Service Animals

Clients with a disability may be accompanied by a service animal and may keep the service animal with them while on RVCA premises, if the public or other third parties have

access to such premises and the service animal is not otherwise excluded by law. If a service animal must be excluded, we explain to our client why this is the case and explore other ways to meet the client's needs.

While on RVCA premises, it is the responsibility of the person with a service animal to control the animal at all times.

Support Persons

A person with a disability may enter public sites owned or operated by the RVCA with a support person, and is entitled to be accompanied by the support person at all times while on RVCA premises or property.

In a situation where it is necessary to protect the health and safety of others, the RVCA may require a person with a disability to be accompanied by a support person while on RVCA premises or property.

In situations where privacy and consent issues are applicable, a support person may be subject to the same confidentiality requirements as the person they are assisting. A support person may be required to sign a waiver with respect to any privacy or confidentiality issues.

In order to accommodate a person with a disability and their support person at an event where attendance is by pre-arranged seating, advance booking may be required. Contact the

event co-ordinator in advance to confirm arrangements.

Where an admission fee is charged to gain access to an event, facility or service, and the revenue from the fee is payable directly to the RVCA, the support person is permitted to attend at no cost.

For courses or training opportunities, a support person may attend at no cost, however no certification will be granted to the support person.

Notice of Temporary Disruption

The RVCA is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in our services and facilities may occur due to reasons that may or may not be within our control or knowledge.

When temporary disruptions occur to RVCA services or facilities, we will provide notice by posting the information in relevant visible locations,

on the RVCA website and by any other method that is reasonable and applicable under the circumstances, such as e-mail messages to stakeholders and the use of various forms of local media.

We will provide notice to the public of a planned disruption in advance, and for an unplanned disruption as soon as possible.

We will post:

- Information about the reason for the disruption;
- The anticipated duration; and,
- A description of alternate facilities or services, if any, that may be available.