

# Multi-Year Accessibility Plan

Last revised March 5, 2024



The Riverwood Conservancy is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equity of opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The Riverwood Conservancy’s Multi-Year Accessibility Plan:

- outlines the policies and actions we are putting in place to improve opportunities for people with disabilities
- will be reviewed and updated as new practices and requirements come into effect, at least once every five years
- is posted on the organization’s website at [theriverwoodconservancy.org](http://theriverwoodconservancy.org).

Requests for a copy of this document in an accessible format or feedback should be directed via email to the OPERATIONS MANAGER:

[brian.packham@theriverwoodconservancy.org](mailto:brian.packham@theriverwoodconservancy.org)

## Customer Service Standard

Initiative	Requirement	Task-owner	Decider-delegator	Completed / To do / Ongoing
Develop policy and procedures	Providing Goods and Services to Customers with Disabilities Policy - Make written policies publicly available	Post to website: MARKETING SPECIALIST Provide in an accessible format upon request: OPERATIONS MANAGER Locate policy within updated HR Manual post to Sharepoint and Dropbox shared drives): OPERATIONS MANAGER	EXECUTIVE DIRECTOR	Completed  Ongoing  Completed
Train employees, volunteers and consultants who deal with the public on behalf of the organization	Training on, AODA, ON Human Rights Code (Code) and related Riverwood Conservancy policies; method and content tailored to role	Provide required training checklist and link for on-line training to onboarding coordinator (staff) and volunteer coordinator (volunteers): DIRECTOR OF OPERATIONS AND FINANCE	DIRECTOR OF OPERATIONS AND FINANCE	Completed

		<p>Ensure new employees and volunteers complete training and note in 'training tracker': OPERATIONS MANAGER (staff), VOLUNTEER COORDINATOR (volunteers)</p> <p>Complete on-line training and submit certification of completion to OPERATIONS MANAGER (staff), VOLUNTEER COORDINATOR (volunteers) for the employee's/volunteer's HR file: DIRECT SUPERVISOR</p>		Ongoing
Posting of notices	Notice of any temporary disruption in facilities or services that people with disabilities usually use to access Riverwood Conservancy programming (e.g. Accessible public washrooms in Chappell and VAM, Sensory path, wheelchair entrance to Chappell House).	Post notices as needed in a conspicuous place at all sites (e.g., at entrance to building, voicemail, website): OPERATIONS MANAGER (on site, voicemail); MARKETING SPECIALIST (website)	DIRECTOR OF OPERATIONS AND FINANCE	Ongoing

**IASR General Requirements (Integrated Accessibility Standards Requirement)**

<b>Initiative</b>	<b>Requirement</b>	<b>Task-owner</b>	<b>Decider-delegator</b>	<b>Completed / To do / Ongoing</b>
Develop policy and procedures	Accessibility Policy - Make written policies publicly available	<p>Post to website: MARKETING SPECIALIST</p> <p>Provide in an accessible format upon request: OPERATIONS MANAGER</p>	EXECUTIVE DIRECTOR	<p>Completed</p> <p>Ongoing</p>

		Locate policy within updated HR Manual post to Sharepoint and Dropbox shared drives: OPERATIONS MANAGER		Completed
Multi-year Accessibility Plan	Establish, implement, maintain, and document strategy to meet AODA requirements	Post to shared drive: OPERATIONS MANAGER  Post to website: MARKETING SPECIALIST  Review as needed and not less than annually with an eye to updates/changes: EXECUTIVE DIRECTOR WITH SUPPORT FROM DIRECTOR OF OPERATIONS AND FINANCE	EXECUTIVE DIRECTOR	Completed
Train staff, volunteers, students and consultants	Train on IASR General Requirements	Training concurrent with Customer Service Standard training. Ensure new personnel complete training and note in employee's/volunteer's HR file: OPERATIONS MANAGER (staff, board); VOLUNTEER COORDINATOR (volunteers)  Complete on-line training and submit certification of completion with OPERATIONS MANAGER (staff,board); VOLUNTEER COORDINATOR (volunteers) New personnel (paid staff, volunteers (including Board Members), trainees etc.)  Send documentation to OPERATIONS MANAGER for the employee's/volunteer's HR file: DIRECT SUPERVISOR	DIRECTOR OF OPERATIONS AND FINANCE	Ongoing
Report	File compliance reports as per regulations – Report to be filed by December 31 <sup>st</sup> , 2023	File on-line compliance report with Service Ontario: EXECUTIVE DIRECTOR with support from DIRECTOR OF OPERATIONS AND FINANCE	EXECUTIVE DIRECTOR	Completed

## Information and Communications Standards

Initiative	Requirement	Task-owner	Decider-delegator	Completed / To do / Ongoing
Emergency and public safety information	Make emergency and public safety information accessible when asked	If emergency procedure plans or public safety information is prepared and made available to the public, the information will be provided in an accessible format or with appropriate communication support as soon as practicable, upon request: MARKETING SPECIALIST	DIRECTOR OF OPERATIONS AND FINANCE	Ongoing
Feedback	Make accessible feedback processes available when asked, and respond to feedback regarding accessibility when provided	Upon request respond to requests for accessible feedback processes: OPERATIONS MANAGER Respond to feedback regarding accessibility when provided. DIRECTOR OF OPERATIONS AND FINANCE	DIRECTOR OF OPERATIONS AND FINANCE	Ongoing
Accessible format and communication support	Make publicly available information accessible when asked	Upon request, consult with person making the request in determining the suitability of an accessible format or communication support; and provide publicly available information in accessible formats and communication supports for person with disabilities: OPERATIONS MANAGER	DIRECTOR OF OPERATIONS AND FINANCE	Ongoing
Accessible websites and web content	Make all Internet website and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description)	Not required of employers with 20-49 employees	N/A	N/A

## Employment Standards

Initiative	Requirement	Task-owner	Decider-delegator	Completed / To do / Ongoing
Workplace emergency plans for employees with disabilities	Put into place individual workplace emergency response plan for employees with disabilities	<p>Provide individualized workplace emergency response information to employees who have a disability if the disability is such that this is necessary; and</p> <p>Work with individual employee to develop plan and with agreement of employee, share plan with appropriate colleague(s):</p> <p>DIRECT SUPERVISOR with support from DIRECTOR OF OPERATIONS AND FINANCE</p> <p>Send documentation to DIRECTOR OF OPERATIONS AND FINANCE (staff) or VOLUNTEER COORDINATOR (volunteer) for the employee's/volunteer's HR file:</p> <p>DIRECT SUPERVISOR</p>	EXECUTIVE DIRECTOR	Ongoing
Employment practices that are more accessible	Put into place procedures and practices for that consider the needs of applicants and employees with disabilities.	<p>Inform employees about policies for support with disabilities.</p> <p>and</p> <p>Upon request, provide accommodations for persons with disabilities applying to internal and external job postings; and, for employees with disabilities during orientation and training, career development and advancement opportunities, performance management job transfers or promotions, and upon return-to-work processes for employees who have been absent due to disability.</p> <p>and</p> <p>The most appropriate support will depend on the specific needs of the employee and the capacity of the organization to provide the support:</p>	EXECUTIVE DIRECTOR	Ongoing

		DIRECT SUPERVISOR IN CONSULTATION WITH EXECUTIVE DIRECTOR AND DIRECTOR OF OPERATIONS AND FINANCE		
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### Design of Public Spaces

Initiative	Requirement	Task-owner	Decider-delegator	Completed / To do / Ongoing
Service counters	At least one counter for every service offered must be accessible	N/A Riverwood does not have service counters	N/A	N/A
Fixed queuing guides	Area wide enough for people using mobility devices to go through the lines and can turn when the lines do Guides showing the areas' boundaries detectable for people using white canes.	N/A Riverwood does not have fixed queuing guides	N/A	N/A
Waiting areas with fixed seating	Groups of seats attached to floor/ground where people must wait: 3% of accessible seating must be space where people using mobility devices can wait Every waiting area must have at least one accessible space The accessible space must be in the same location as the non-	N/A Riverwood does not have waiting areas with fixed seating	N/A	N/A

	accessible seating, so all people wait together			
Outdoor public use eating areas	Organizations that build outdoor eating areas for public use must make at least 20% of tables accessible or With nine or fewer tables must make at least one table accessible	N/A Riverwood does not have outdoor public use eating areas	LEASE-HOLDER (CITY OF MISSISSAUGA)	N/A
Self-service kiosks (check-outs)	At least one kiosk for every service offered must be accessible	N/A Riverwood does not have kiosks	N/A	N/A
Recreational trails and beach	Make access routes accessible	N/A Riverwood's trails are maintained by the City of Mississauga	LEASE-HOLDER (CITY OF MISSISSAUGA)	N/A
Off-street parking lots	Make off-street parking accessible	N/A Riverwood's parking lots are maintained by the City of Mississauga	LEASE-HOLDER (CITY OF MISSISSAUGA)	N/A