

The Recreation Association of the Public Service of Canada (The RA)

This multi-year accessibility plan includes the RA Centre at 2451 Riverside Drive as well as the Rideau Tennis Club at 1 Donald Street.

Multi-Year Accessibility Plan

This 2012-2021 accessibility plan outlines the actions The RA is committed to improve service to, and awareness of, people with disabilities and to provide opportunities for people with disabilities to access our programs and services wherever possible in a safe, respectful manner. This multi-year plan has been developed in accordance with the requirements of **The Accessibility for Ontarians with Disabilities Act**.

Customer Service Standard

The RA has developed a standard set of policies and procedures to address the standard of customer service for people with disabilities and ensures all new employees have read and understood :

- accessible customer service policies
- practices and procedures
- service animals
- support persons
- customer feedback
- staff training

Completion Date: December 2013

Employment Standard

The RA has workplace emergency response information and plans for employees with disabilities. All managers and directors of employees with disabilities will regularly review and document emergency procedures.

Completion Date: December 2013

General Requirements

Accessibility policies

The RA has developed and will continue to refine accessibility policies and how they will meet IASR standards.

Completion Date: December 2012

Multi-year Accessibility Plan

The RA will continue to refine and to make public its targets and progress with respect to the AODA requirements.

Completion Date: June 2015

Training

The RA is committed to providing training to employees, volunteers and other staff members on Ontario's accessibility requirements as well as policies and procedures on addressing accessibility issues.

As such the RA will ensure that all existing employees are trained on the RA's procedures and policies for dealing with all members, customers and visitors with disabilities.

Completion Date: December 2011

Furthermore the RA will develop a process and a tracking system for ensuring all new employees, volunteers and contractors are trained.

Completion Date: June 2015

The RA will create a self-testing quiz where employees and managers can periodically evaluate their level of knowledge of the RA's policies and procedures and determine if more training is required.

Target Completion Date: December 2016

Self-Service Kiosks

When and if the RA installs any type of self-service kiosk, the RA will ensure the needs of people with disabilities are accommodated in the design and that they comply or exceed our Customer Service Standards.

Information and Communications

The RA management and its staff are committed to establishing and maintaining information and communication dissemination Customer Service Standards to all employees, volunteers and agencies as well as capturing and reviewing any feedback regarding our current service.

The RA has Emergency information for any employees with disabilities. If a member, client or visitor has concerns regarding emergency procedures please contact Member Services at the RA Centre (2451 Riverside Drive) East Desk at helpdesk@racentre.com or at the Rideau Tennis Club (1 Donald Street) Front Desk at rtc@rideutennisclub.com.

The RA maintains web-sites that comply with Web Content Accessibility Guidelines (SCAG 2.0 Level A) and has a process to periodically review to improve and enhance their accessibility.

Completion Date: December 2014

Design of Public Spaces

The RA will meet the Accessibility Standards for the Design of Public Spaces when building or during major renovations to our public spaces. We will engage employees and service providers in the design planning of public spaces, to ensure that all efforts are made meet our Customer Service Standards.

The RA has put in place procedures to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, we will continue to notify our members, clients and guests of any disruption well in advance, with all possible alternatives if applicable.