

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

This multi-year accessibility plan includes the RA Centre at 2451 Riverside Drive.

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 Updated: December 2017

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 Updated: October 2017

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 Updated: October 2017

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 Wing Desk.

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 to SCAG 2.0 Level AA.

Completion Date: December 2014 Update Forecast: February 2018

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.

Update: The renovated West Wing of the RA, including the House of Sport, incorporates the Accessibility Standards for the Design of Public Spaces. Scheduled completion date including outdoor spaces : May 2018