

## **Message from the District of Rainy River Services Board**

This Multi-Year Accessibility Plan outlines the policies and actions that the District of Rainy River Services Board (DRRSB) will implement to improve opportunities for people with disabilities. The DRRSB is committed and guided by the four core principles of dignity, independence, integration and equal opportunity.

We are committed to meeting the needs of people 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 intent of this Multi-Year Accessibility Plan is to assist in recording requirements under the AODA's key areas: Customer Service, Information and Communication, Employment, Design of Public Spaces and Transportation.

## **Definitions**

**"maintenance"** means activities that are intended to keep existing public spaces in good working order. Maintenance can also restore the space or element back to its original condition. Maintenance work could include painting and minor repairs.

**"redeveloped"** means a planned significant alteration to a public space. It does not include maintenance activities, environmental mitigation or environmental restoration.

Accessibility Requirements	Due Date	Lead Department	Completion Status
<b>Customer Service Standard</b>			
DRRSB is committed to excellence in serving all customers including people with disabilities.			
<p><b>Accessible Customer Service Policy and Procedures</b></p> <ul style="list-style-type: none"> <li>• Develop, implement and maintain policies and procedures on providing goods and services to persons with disabilities using the four core principles.</li> <li>• Policies will address: <ul style="list-style-type: none"> <li>○ Organizational commitment</li> <li>○ Provision of goods and services to persons with disabilities</li> <li>○ Designation of Accessibility Coordinator</li> <li>○ Use of Service Animals, Support Persons and Assistive Devices</li> <li>○ Notice of Temporary Disruptions</li> <li>○ Training</li> <li>○ Feedback Process and compliance</li> <li>○ Accessible Formats and Communication Supports</li> </ul> </li> </ul>	January 2012	Human Resources	Completed, with ongoing implementation as needed
<p><b>Notice of Temporary Disruptions</b></p> <ul style="list-style-type: none"> <li>• Provide public notice of disruption in facilities or services by posting on premises and on website, including reason for disruption, anticipated duration and description of alternatives.</li> </ul>	January 2012	Asset Management Operations and Human Resources	Completed, with ongoing implementation as needed
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Provide training to all employees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development of policies and procedures.</li> <li>• Training includes: <ul style="list-style-type: none"> <li>○ Overview of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> and the requirements of the Customer Service Standard.</li> <li>○ DRRSB's policies and procedures related to the Customer Service Standard.</li> <li>○ Instructions on interaction with people with disabilities who require assistive devices; require the assistance of a guide dog, service animal or service dog; or require the assistance of a support person.</li> <li>○ Instructions on use of equipment or devices that are available or that may assist customers with disabilities.</li> <li>○ Instructions on assisting a customer with a disability that is having difficulty accessing services.</li> </ul> </li> </ul>	January 2012	Human Resources	Completed, with ongoing implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>○ Maintain training records.</li> </ul>			
<p><b>Feedback Process</b></p> <ul style="list-style-type: none"> <li>• Establish process for receiving and responding to customer feedback.</li> <li>• Ensure that processes are accessible to persons with disabilities by providing accessible formats and arranging for communication supports upon request.</li> <li>• Provide multiple feedback formats including in person, by mail, email or website.</li> <li>• Notify public of feedback process.</li> </ul>	January 2012	Human Resources	Completed, with ongoing implementation as needed
<p><b>Accessibility Reports</b></p> <ul style="list-style-type: none"> <li>• Submit an "AODA Self-Certified Accessibility Report" regarding Customer Service compliance.</li> </ul>	By December 31, 2012	Accessibility Coordinator and CAO	Completed, with ongoing reporting as required
<p><b>Integrated Accessibility Standard Regulation</b></p>			
<p>DRRSB will meet the requirements under the Integrated Accessibility Standards Regulation.</p>			
<p><b>Integrated Accessibility Policy and Procedures</b></p> <ul style="list-style-type: none"> <li>• Develop, implement and maintain policies and procedures on the requirements of Integrated Accessibility Standards Regulation.</li> <li>• Policy will address: <ul style="list-style-type: none"> <li>○ Purpose</li> <li>○ Scope and Responsibilities</li> <li>○ Policy Statement and Organizational Commitment</li> <li>○ General Provisions</li> <li>○ Information and Communication Standard</li> <li>○ Employment Standard</li> <li>○ Design of Public Spaces Standard</li> <li>○ Transportation Standard</li> </ul> </li> </ul>	January 2014	Human Resources	Completed, with ongoing implementation as needed
<p><b>Multi-Year Accessibility Plan</b></p> <ul style="list-style-type: none"> <li>• Establish, implement and maintain a multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities.</li> <li>• Update the multi-year accessibility plan at least every five years and post it on our website.</li> </ul>	January 2014 and updated every 5 years at minimum	Human Resources	Completed, with updates as needed
<p><b>Accessibility Reports</b></p> <ul style="list-style-type: none"> <li>• Complete government accessibility reports, as required.</li> </ul>	By 2014 year-end and every 3 years thereafter	Accessibility Coordinator and CAO	Completed, with ongoing reporting as required

Accessibility Requirements	Due Date	Lead Department	Completion Status
<p><b>Procurement</b></p> <ul style="list-style-type: none"> <li>Consider accessibility features when procuring goods, service-related elements or facilities.</li> </ul>	Best practice only	All Departments	Ongoing as needed
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>Provide training to all employees and volunteers and all other persons who provide goods, services or facilities on behalf of the organization; and all persons who participate in developing the organizations policies and procedures.</li> <li>Training includes: <ul style="list-style-type: none"> <li>Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards.</li> <li>Overview of the Human Rights Code as it pertains to persons with disabilities.</li> <li>DRRSB policies and procedures related to the Integrated Accessibility Standards.</li> </ul> </li> <li>Provide training on an ongoing basis to reflect any changes to legislation or policies and procedures.</li> <li>Maintain training records.</li> </ul>	January 2012	All Departments	Completed, with ongoing implementation as needed
<p><b>Feedback Process</b></p> <ul style="list-style-type: none"> <li>Establish process for receiving and responding to corporate feedback.</li> <li>Provide multiple feedback formats including in person, by mail, email or website.</li> </ul>	January 2012	Human Resources and CAO	Completed, with ongoing implementation as needed
<p><b>INFORMATION AND COMMUNICATION</b></p> <p>DRRSB is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.</p>			
<p><b>Accessible Formats and Communication Supports</b></p> <ul style="list-style-type: none"> <li>Upon request, provide or arrange the provision of accessible formats and communication supports to persons with disabilities: <ul style="list-style-type: none"> <li>In a timely manner that takes into account the person's accessibility needs.</li> <li>At a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> </ul>	January 2016	Human Resources and Integrated Services	Completed, with ongoing implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>Consult with the person making the request to determine the suitability of an accessible format or communication support.</li> <li>Notify public about availability of accessible formats and communication supports.</li> </ul>			
<b>Accessible Website and Web Content</b> <ul style="list-style-type: none"> <li>Internet website and web content conform with the <i>World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A</i>.</li> <li>Implement new website.</li> </ul>	January 2014	Information Services	Completed, with ongoing implementation as needed
<b>Website and Web Content</b> <ul style="list-style-type: none"> <li>Internet website and web content conforms with <i>WCAG 2.0 Level AA</i></li> <li>(excluding live captioning and audio description)</li> </ul>	January 2021	Information Services	In progress
<b>Educational and Training Resources or Materials</b> <ul style="list-style-type: none"> <li>This section of the Integrated Accessibility Standard does not apply to the DRRSB (applies to educational and training institutions such as Colleges and Universities), however we will endeavour to: <ul style="list-style-type: none"> <li>Provide educational and training resources or materials to our employees in an accessible format, as required.</li> </ul> </li> </ul>	January 2016	Human Resources	Completed, with ongoing implementation as needed
<b>Emergency and Public Safety Information</b> <ul style="list-style-type: none"> <li>Provide emergency and public information in an accessible form or with appropriate communication supports upon request.</li> </ul>	January 2016	CAO	Completed, with ongoing implementation as needed
<b>Notice of Temporary Disruption</b> <ul style="list-style-type: none"> <li>Provide public notice of disruption in facilities or services by posting on premises and on website, including reason for disruption, anticipated duration and description of alternatives.</li> </ul>	January 2012	Asset Management Operations and Human Resources	Completed, with ongoing implementation as needed
<b>EMPLOYMENT</b> DRRSB is committed to fair and accessible employment practices.			
<b>Recruitment Process</b> <ul style="list-style-type: none"> <li>Notify public about the availability of accommodation.</li> <li>Provide suitable accommodation during the recruitment, assessment and selection processes that take into account the applicant's accessibility needs due to disability.</li> </ul>	January 2016	Human Resources	Completed, with ongoing implementation as needed
<b>Informing Employees of Supports</b> <ul style="list-style-type: none"> <li>Inform all employees of policies used to support and accommodate employees with disabilities.</li> <li>Provide information to new employees.</li> </ul>	January 2016	Human Resources	Completed, with ongoing implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</li> </ul>			
<p><b>Accessible Formats and Communication Supports for Employees</b></p> <ul style="list-style-type: none"> <li>Provide accessible formats or communication supports to employees upon request.</li> <li>Consult with employees to determine the suitability of an accessible format or communication support.</li> </ul>	January 2016	All Departments	Completed, with ongoing implementation as needed
<p><b>Workplace Emergency Response Information</b></p> <ul style="list-style-type: none"> <li>Provide individualized workplace emergency response information to help employees with disabilities when needed.</li> <li>If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee.</li> <li>Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodation needs or plans are reviewed; or when the employer reviews its general emergency response policy.</li> </ul>	January 2012	Human Resources	Completed, with ongoing implementation as needed
<p><b>Individual Accommodation Plans</b></p> <ul style="list-style-type: none"> <li>Employees requesting individual accommodation plans may participate in the development of the plan.</li> <li>The employee is assessed on an individual basis.</li> <li>The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved.</li> <li>The manner in which the employee can request participation of a bargaining agent representative in the development of the plan.</li> <li>Privacy protection of the employee's personal information.</li> <li>Frequency with which the individual accommodation plan will be reviewed and updated, the manner in which the reasons for the denial will be provided to the employee.</li> <li>Individual accommodation plans are in an accessible format that takes into account the employee's accessibility needs due to disability.</li> </ul>	January 2016	Human Resources and Supervisors	Completed, with ongoing implementation as needed
<p><b>Return to Work Process</b></p> <ul style="list-style-type: none"> <li>Develop and implement return to work processes.</li> </ul>	January 2016	Human Resources and Supervisors	Completed, with ongoing implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>Outline the steps the employer will take to facilitate the return to work of employees who were absent due to disability.</li> <li>Use documented individual accommodation plans.</li> </ul>			
<p><b>Performance Management, Career Development and Advancement</b></p> <ul style="list-style-type: none"> <li>Ensure that performance management, career development and advancement takes into account the employee's accessibility needs.</li> </ul>	January 2016	Human Resources and Supervisors	Completed, with ongoing implementation as needed
<p><b>DESIGN OF PUBLIC SPACES</b></p> <p>DRRSB will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. This includes service related elements such as outdoor paths of travel.</p>			
<p><b>Maintain Accessible Elements of the Public Spaces</b></p> <ul style="list-style-type: none"> <li>Develop and implement preventive and emergency maintenance procedures for the accessible parts of our public spaces (such as snow removal, inspecting sidewalks for cracks, etc).</li> <li>Post Disruption in Service Notices when regular maintenance occurs and advise people of available alternatives.</li> </ul>	<p>January 2017</p> <p>January 2012</p>	Asset Management Operations	Completed, with ongoing implementation as needed
<p><b>Exterior Paths of Travel</b></p> <ul style="list-style-type: none"> <li>In the event of constructing new or redeveloping our existing exterior paths of travel, we will ensure that the exterior path has the following (see more detailed specifications, <i>DOPS, Part 4.1</i>): <ul style="list-style-type: none"> <li>minimum clear width of 1500 mm (1200 mm if necessary);</li> <li>appropriate head room clearance;</li> <li>that the ground surface is firm and slip resistant;</li> <li>that openings in the surface will not allow passage, as required;</li> <li>that the running slope, cross slope, bevel and curb ramps, ramps, landings, guardrails, handrails and stairs meet the requirements; and</li> <li>the entrance minimum provides a clear opening of 850 mm regarding a gate, bollard, or other entrance design.</li> </ul> </li> </ul>	January 2017	Asset Management Operations, CAO, Integrated Services	Completed, with ongoing implementation as needed
<p><b>Accessible Parking</b></p> <ul style="list-style-type: none"> <li>In the event of constructing new or redeveloping our obligated (450 Scott Street) existing off-street parking facilities, we will ensure the following (see more detailed specifications, <i>DOPS, Part 4.1</i>): <ul style="list-style-type: none"> <li>One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 spaces or fewer;</li> </ul> </li> </ul>	January 2017	Asset Management Operations, CAO, Integrated Services	Completed, with ongoing implementation as needed

Accessibility Requirements	Due Date	Lead Department	Completion Status
<ul style="list-style-type: none"> <li>○ The Type A parking space is wider with a minimum width of 3,400 mm and signage that identifies the space as "Van Accessible";</li> <li>○ The "Type A" parking space is distinctly indicated by erecting an accessible permit parking sign in accordance with <i>Regulation 581, Section 11 (Accessible Parking for Persons with Disabilities)</i> made under the <i>Highway Traffic Act</i>;</li> <li>○ The "Type A" parking space must also include signage that identifies the space as "Van Accessible"; and</li> <li>○ Include an Access Aisle and High Tonal Contrast Diagonal Markings to discourage parking on them.</li> </ul>			
<p><b>Accessible Service Counters and Waiting Areas</b></p> <ul style="list-style-type: none"> <li>● In the event of constructing new or redeveloping our existing service counters or waiting area, we will ensure the following: <ul style="list-style-type: none"> <li>○ make at least one service counter accessible to people who use mobility aids, such as wheelchairs. The area will be low enough to allow the person with a disability to interact with the person providing service with enough room under the counter for the customer's knees.</li> </ul> </li> </ul>	January 2017		Completed, with ongoing implementation as needed
<p><b>TRANSPORTATION</b> Not applicable to the DRRSB.</p>			

### For More Information

Please let us know what you think about the District of Rainy River Services Board Multi-year Accessibility Plan, we welcome your feedback. To request a copy of this document in an accessible format or to send us comments or questions, please contact the DRRSB at:

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