



DISTRICT OF RAINY RIVER SERVICES BOARD MULTI-YEAR ACCESSIBILITY PLAN 2026-2030

1. Message from the District of Rainy River Services Board

The District of Rainy River Services Board (DRRSB) is committed to fostering an inclusive, accessible, and barrier-free organization that supports the dignity, independence, integration, equal opportunity, and full participation of persons with disabilities.

Accessibility is an essential component of effective public service, community inclusion, employee wellbeing, and organizational excellence. The DRRSB recognizes its responsibility as a service system manager, housing provider, employer, child care operator, community services organization, and public sector partner to identify, remove, and prevent barriers wherever they may exist.

This Multi-Year Accessibility Plan outlines the actions the DRRSB will undertake between 2026 and 2030 to advance accessibility across our programs, facilities, services, employment practices, communications, and organizational operations. The Plan supports compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Regulation 191/11 Integrated Accessibility Standards Regulation, and DRRSB Policy.

2. Purpose and Guiding Principle

The purpose of this Plan is to:

- Fulfill the accessibility planning requirements of the AODA.
- Support continuous improvement in accessibility and inclusion.
- Promote equitable access to services, employment, facilities, programs, communications, and information.
- Establish organizational priorities and accountability for accessibility outcomes.

Accessibility is considered a shared organizational responsibility and will be incorporated into planning, decision-making, service design, procurement, communication, and facility development.

3. Scope

This Plan applies to:

- Board governance activities;
- Procurement activities;
- Housing and homelessness prevention services;
- Early years and child care services;
- Employment and workplace practices;
- Public communications and information;
- Facilities owned or operated by the DRRSB; and
- Contractors and third-party service providers acting on behalf of the DRRSB.

4. Accessibility Priorities 2026-2030

Priority 1: Accessible Services and Experience

Objective: Provide services that are accessible, respectful, and responsive to diverse needs.

Actions

- Maintain accessible customer service practices and procedures.
- Provide accessibility training to employees, volunteers, Board members, and contractors.
- Maintain processes for receiving and responding to accessibility feedback.
- Improve awareness of available accommodations and supports.
- Continue providing support persons, service animals, and assistive device accommodations as required.
- Regularly review service delivery models to identify and remove barriers.

Success Measures

- Accessibility awareness and training completed for applicable staff.
- Accessibility-related feedback reviewed and addressed annually.

Priority 2: Accessible Information and Communications

Objective: Ensure information is available in formats that can be accessed and understood by all individuals.

Actions

- Provide accessible formats and communication supports upon request.
- Review public documents, forms, notices, policies, and reports for accessibility.
- Improve plain-language communication practices.
- Incorporate accessibility requirements into public engagement activities.
- Enhance accessibility of public meetings and consultations.

Success Measures

- Accessible format requests responded to within established service standards.

Priority 3: Digital Accessibility

Objective: Improve accessibility of websites, online services, and digital information.

Actions

- Maintain compliance with applicable requirements under the AODA.
- Regularly review websites and digital platforms for accessibility barriers and remove as uncovered.

Success Measures

- Annual website accessibility review completed.
- Reduction in accessibility-related issues identified through audits or feedback.

Priority 4: Accessible Employment

Objective: Support an inclusive workplace where employees and applicants can fully participate.

Actions

- Maintain accessible recruitment and selection practices.
- Continue accommodation and return-to-work processes.

- Maintain individualized workplace emergency response plans where required.
- Provide accessibility and accommodation training for managers and supervisors.
- Consider accessibility during organizational change initiatives and workplace modernization projects.

Success Measures

- Accessibility requirements integrated throughout recruitment and employment lifecycle processes.
- Accommodation requests addressed in accordance with organizational policy and legislative requirements.

Priority 5: Accessible Facilities and Housing

Objective: Reduce physical barriers and improve accessibility throughout DRRSB-operated locations and housing assets.

Actions

- Consider accessibility requirements during capital planning and facility upgrades.
- Incorporate accessibility and universal design principles into redevelopment projects where feasible.
- Maintain accessible public spaces in accordance with accessibility standards.
- Improve signage, wayfinding, and visitor access where opportunities exist.
- Include accessibility assessments as part of future facility reviews.

Success Measures

- Accessibility considerations documented within major capital projects.
- Barrier reduction initiatives incorporated into annual capital planning.

Priority 6: Emergency Preparedness and Service Continuity

Objective: Ensure accessibility considerations are incorporated into emergency management and disruption planning.

Actions

- Maintain individualized workplace emergency response information where required.
- Consider accessibility during emergency preparedness reviews.
- Review notification and communication methods during service disruptions.
- Incorporate accessibility into significant emergency response planning activities.

Success Measures

- Emergency communication processes support diverse accessibility needs.
- Accessibility considerations incorporated into emergency planning.

Priority 7: Governance, Accountability, and Continuous Improvement

Objective: Continue organizational oversight and accountability for accessibility.

Actions

- Monitor legislative and regulatory changes.
- Review accessibility policies and procedures regularly.
- Track accessibility feedback and improvement opportunities.
- Consider accessibility requirements when procuring goods, services, facilities, and technology, where applicable.
- Report periodically on progress to the Board.
- Review and update the accessibility plan no later than 2030.

Success Measures

- Annual accessibility status report prepared.
- Multi-Year Accessibility Plan reviewed and updated in accordance with legislative requirements.

6. Consultation and Feedback

The DRRSB recognizes that accessibility planning is strengthened through engagement with employees, tenants, service users, community partners, and individuals with lived experience.

Feedback regarding accessibility barriers, accommodation needs, and potential improvements is encouraged and will be considered as part of ongoing accessibility planning and service improvement efforts.

Feedback may be provided through existing service feedback processes, direct contact with the DRRSB, accessibility inquiries, and public consultation opportunities.

7. Monitoring and Annual Reporting

Administration will:

- Monitor implementation of this Plan and report on progress;
- Review emerging accessibility issues and legislative requirements; and
- Update the Plan every five years.

8. Board Approval

This Multi-year Accessibility Plan was reviewed and approved by the DRRSB Board of Directors on October 15, 2026 by Resolution #60-26.

This approved plan will be posted on the DRRSB website and made available in accessible formats upon request.