

Rideau Carleton Entertainment Centre

Accessibility for Ontarians with Disabilities Act - Multi-Year Compliance

Updated: April 3, 2017

Requirement (Act Part and Section)	Details	Required By	Action Taken/ Will be taking	Status
Establishment of Accessibility Policies (P1-S3)	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements.	01-Jan-14	Develop policy to comply with AODA standards.	Completed and will review annually to ensure continues to meet any new
Develop Multi-Year Accessibility Plans (P1-S4)	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; post on website; and review every 5 years.	01-Jan-14	Establish a multi-year (5 year) accessibility plan.	Completed. Will continue to review, monitor progress, and establish another 5 year plan in 2019 .
Self-Service Kiosks (P1-S6)	Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks, except where it is not practicable to do so.	01-Jan-14	We will incorporate accessibility features, except where it is not practicable to do so, upon purchase of new kiosks.	Ongoing as we purchase new ones.
Provide Training (P1-S7)	Ensure that training is provided on the requirements of the accessibility standards to employees, volunteers, persons who participate in developing the organization's policies and who provide goods, services or facilities on behalf of the organization.	01-Jan-15	Training sessions have been completed with all existing employees and all new employees will be trained through orientation. Volunteers and other third-parties will be trained as needed. Ongoing training will be provided with any new updates/changes to regulations.	Completed and Ongoing
Feedback (P2-S11)	Ensure that feedback processes are accessible to persons with disabilities.	01-Jan-15	Feedback system is in place that offers accessible formats, and we will also provide other means upon request where practicable.	Completed
Accessible Formats and Communication Supports (P2-S12)	Upon request provide or arrange for provision of accessible formats and communication supports for persons with disabilities and notify the public about the availability of accessible formats and supports.	01-Jan-16	We will communicate with people with disabilities in ways that take into account their disability and provide them with accessible formats where practicable, and will make it known to the public.	Ongoing

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Emergency Procedures, Plans or Public Safety Info (P2-S13)	If organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	01-Jan-12	Evacuation Schematics are posted. We will make every reasonable attempt to meet the needs of any requests for this information in a different format. All Emergency Response Personnel know their responsibilities to ensure the safety of all customers and employees, including those with disabilities.	Completed
Accessible Websites and Web Content (P2-S14)	Internet websites and web content must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A...	01-Jan-14	Existing website and content adjusted where possible.	Completed
	...and increasing to Level AA.	01-Jan-21	New website design follows the requirements, where practicable to do so.	Completed
Recruitment - General (P3-S22)	Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	01-Jan-16	Review current policies and processes to include new requirements.	Completed and ongoing
Recruitment - Assessment or Selection Process (P3-S23)	Notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	01-Jan-16	Review current policies and processes to include new requirements.	Completed and ongoing
Notice to successful applicants (P3-S24)	When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	01-Jan-16	Review current policies and processes to include new requirements.	Completed and ongoing

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Informing employees of supports (P3-S25)	Inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	01-Jan-16	Review current policies and processes to include new requirements.	Completed and ongoing
Accessible formats and communication supports for employees (P3-S26)	Consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform the job and information that is generally available to employees in the workplace.	01-Jan-16	Review current policies and processes to include new requirements.	Completed and ongoing
Workplace emergency response information (P3-S27)	Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	01-Jan-12	Employees with disabilities will be provided with emergency response information tailored to their needs where we have been made aware of the need to accommodate.	Ongoing
Documented individual accommodation plans (P3-S28)	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	01-Jan-16	Currently our HR practices include documenting individualized plans to accommodate employees. The process itself will need to be documented.	Ongoing
Return to work process (P3-S29)	Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.	01-Jan-16	Currently our HR practices follow a return to work process, where the individualized plan is documented. The process itself (generic template) will need to be written.	Ongoing
Performance management (P3-S30)	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	01-Jan-16	Where known, we do and will take into consideration the needs of employees with disabilities. We will review our practices and make any necessary adjustments.	Ongoing
Career development and advancement (P3-S31)	Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	01-Jan-16	Where known, we do and will take into consideration the needs of employees with disabilities. We will review our practices and make any necessary adjustments.	Ongoing

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Redeployment (P3-S32)	Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	01-Jan-16	Where known, we do and will take into consideration the needs of employees with disabilities. We will review our practices and make any necessary adjustments.	Ongoing
DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)				
	Applies to public spaces that are newly constructed or redeveloped.	01-Jan-17	In all cases, we will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Dining Room underwent renovation in 2016 and meets requirements.	As needed
Outdoor public use eating areas, general requirements (P4-S80.16)	Obligated organizations, other than small organizations, shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the requirements as stated in the Act.	01-Jan-17	As above.	
Types of accessible parking spaces (P4-S80.34)	Off-street parking facilities must meet the requirements as stated in the Act.	01-Jan-17	As above.	
Service counters (P4-S80.41)	New service counters, which includes replacing existing service counters, must meet requirements stated in the Act.	01-Jan-17	As above.	
Waiting areas (P4-S80.43)	When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. O. Reg. 413/12, s. 6.	01-Jan-17	As above.	