

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This (2020) to (2025) accessibility plan outlines the policies and actions that Rideau Supply will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Rideau Supply believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:01/01/2014	
Current Barriers:			
Plan to Meet Requirements:	Requirements met		
Potential Future Barriers:			
Responsible Authority:	HR Generalist	Results:	completed
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline: 01/01/2021	
Current Barriers:			
Plan to Meet Requirements:	Requirements met- HR Downloads – new training platform		
Potential Future Barriers:			
Responsible Authority:	HR Generalist	Results:	Completed yearly

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	01/01/2021
Current Barriers:			
Plan to Meet Requirements:	Feedback sheet created		
Potential Future Barriers:			
Responsible Authority:	Marketing	Results:	completed
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	01/01/2012
Current Barriers:			
Plan to Meet Requirements:	Requirements will be met upon requests by customer		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	completed
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	01/01/2012
Current Barriers:			
Plan to Meet Requirements:	Requirements met- changes to procedures would be posted if applicable		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	complete
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	01/01/2022
Current Barriers:			
Plan to Meet Requirements:	Website updated		
Potential Future Barriers:			
Responsible Authority:	Marketing	Results:	completed

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Requirements met- added to external and internal job postings		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	completed
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Requirements met- HR Download Courses done yearly. - AODA		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	ongoing
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Requirements met- in company policy –reviewed yearly		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	completed
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:01/01/2012	
Current Barriers:			
Plan to Meet Requirements:	Requirements met upon request individual plans will be made		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	available
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	None required to date		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	Available upon request

Accessibility Requirement:	Return to work process	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Upon request from employee individual plans will be created- added to Return To work program policy		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	Completed
Accessibility Requirement:	Performance management process	Compliance Deadline:01/01/2017	
Current Barriers:			
Plan to Meet Requirements:	Upon request		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	Upon request
Accessibility Requirement:	Career development and advancement	Compliance Deadline:01/01/2017	
Current Barriers:			
Plan to Meet Requirements:	Upon request		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	Upon request
Accessibility Requirement:	Redeployment	Compliance Deadline: 01/01/2021	
Current Barriers:			
Plan to Meet Requirements:	Upon Request		
Potential Future Barriers:			
Responsible Authority:	HR	Results:	Upon Request

Design of Public Spaces (Accessibility Standards for the Built Environment)

Accessibility Requirement:	Make parking accessible (off-street and on-street)	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirements met- signs posted at all locations where customers enter.	
Potential Future Barriers:		
Responsible Authority:	Results:	Completed
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirements met	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirements met	
Potential Future Barriers:		
Responsible Authority:	Results:	completed

Customer Service Standards

Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Requirement met in policy		
Potential Future Barriers:			
Responsible Authority:	Results:	completed	
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Requirement met in policy		
Potential Future Barriers:			
Responsible Authority:	Results:	Completed	
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Requirement met- in policy and employees aware – in AODA training		
Potential Future Barriers:			
Responsible Authority:	Results:	completed	
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline:01/01/2016	
Current Barriers:			
Plan to Meet Requirements:	Requirement met – in policy		
Potential Future Barriers:			
Responsible Authority:	Results:	completed	

Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline:01/01/2016
Current Barriers:		
Plan to Meet Requirements:	Requirement met – in policy	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:01/01/2016
Current Barriers:		
Plan to Meet Requirements:	Requirement met – in policy –	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:01/01/2016
Current Barriers:		
Plan to Meet Requirements:	Requirement met - policy	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:01/01/2016
Current Barriers:		
Plan to Meet Requirements:	Requirement met – AODA training on HR downloads as of March 2021	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirement met – AODA training on HR downloads	
Potential Future Barriers:		
Responsible Authority:	Results:	Completed as required

Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirement met – policy	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirement met – policy and feedback form posted on website	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirement met – policy employee manual	
Potential Future Barriers:		
Responsible Authority:	Results:	completed
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline: 01/01/2021
Current Barriers:		
Plan to Meet Requirements:	Requirement met – policy employee manual	
Potential Future Barriers:		
Responsible Authority:	Results:	Available upon request

Review and Update

This document was created on October 2020 and must be reviewed and updated November 2024. Will review again in 2025.