

# Accessibility for Ontarians with Disabilities Act (AODA)

## RVCA Annual Status Report 2023

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### Customer Service

- Reviewed RVCA Accessible Customer Service Policy for required updates.

### Information and Communications

- Ensured all new print and electronic communication tools, including the corporate website, follow acceptable design standards that consider accessibility.
- Begin work on Universal signage templates

### Employment

- Developed written accommodation plans for employees who identified themselves as needing one.
- Maintained training program for all new and existing staff.

### Self-service Kiosks

- Reconfigured conservation Area self-serve kiosks at 11 developed conservation areas to ensure safe pathways that allow people with mobility aids, such as walkers or wheelchairs, can easily access the kiosk.

### Training

- Ensured third-party training modules comply with AODA training requirements.

### Design of Public Space

- Completed annual accessibility assessment of developed conservation area.
- Installed new accessible pedestrian bridge at Chapman Mills Conservation Area.
- Constructed an accessible pedestrian bridge and boardwalk at Baxter Conservation Area.
- Consulted with the community to ensure the design of new outdoor features supports accessibility (Marnie Peters and Associates, Nature for All Committee).