

Richmond Community Management Services Multi-Year Accessibility Plan (2025–2030)

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

About the 2023-2027 AODA Multi-Year Plan

In accordance with the Integrated Accessibility Standards Regulation (IASR); the Accessibility Committee of Richmond Community Management Services presents the Richmond Community Management Services AODA 2025 – 2030 Multi-Year Plan. This plan outlines what has been achieved in the area of accessibility and how the properties will meet the remaining accessibility standards, ensuring our properties remains barrier free.

AODA Committee Members

Natasha Sharma	<i>Human Resources Generalist</i>
Rabia Butt	<i>Manager, Human Resources</i>
Vince Kennedy	<i>Vice President, Operations</i>
Kimberly Fox	<i>Senior Property Manager</i>
Linda Trieu	<i>Senior Administration Manager</i>

1. Statement of Commitment

Richmond Community Management Services is committed to providing a barrier-free and inclusive environment for all employees, tenants, clients, suppliers, visitors, and stakeholders. We strive to ensure that our services, facilities, and employment practices are accessible and comply with the requirements of the AODA and the Ontario Human Rights Code.

Accessibility will be integrated into our organizational policies, procedures, and programs to foster dignity, independence, integration, and equal opportunity.

2. Accessibility Standards Covered

This plan addresses requirements under the following IASR standards:

- **Customer Service**
- **Information and Communications**
- **Employment**
- **Transportation (if applicable)**
- **Built Environment (Design of Public Spaces)**

3. Accessibility Achievements to Date

- Established **Accessibility Policy** and posted it publicly.
- Delivered **AODA and Human Rights Code training** to employees.
- Implemented a process for receiving and responding to **accessibility feedback**.
- Ensured recruitment, selection, and accommodation practices are accessible.
- Improved availability of **accessible formats and communication supports** upon request.

4. Multi-Year Accessibility Goals (2025–2030)

A. Customer Service

- Continue to provide accessible customer service training to all staff, contractors, and volunteers.
- Ensure service animals and support persons are welcome in all areas open to the public.
- Establish clear procedures for providing notice of temporary service disruptions.

Timeline: Ongoing (annual review).

B. Information & Communications

- Ensure all new websites and web content conform with **WCAG 2.1 Level AA** accessibility standards.
- Develop a process to provide accessible formats and communication supports upon request.
- Conduct periodic audits of digital platforms and materials to identify barriers.

Timeline:

- By 2026: All new websites and digital content meet WCAG 2.1 AA.
- By 2028: Review and remediate legacy web content.

C. Employment

- Ensure all job postings, applications, and recruitment processes include an accessibility statement.
- Provide individualized workplace accommodation and return-to-work plans for employees with disabilities.
- Train managers and HR staff on accessible recruitment, performance management, and career development practices.
- Develop emergency response and safety plans tailored to employees with disabilities.

Timeline:

- 2025: Review recruitment process and update accommodation language.
- 2026–2027: Deliver manager training and update workplace accommodation policies.
- 2028: Audit and refresh accommodation and return-to-work processes.

D. Built Environment (Design of Public Spaces)

- Ensure that new construction and major renovations meet **Ontario Building Code** and AODA accessibility requirements.
- Maintain accessible elements of public spaces (e.g., parking, entrances, pathways) through preventative maintenance and timely repairs.
- Post notices during temporary disruptions and provide alternative solutions when possible.

Timeline: Ongoing.

E. Training & Awareness

- Provide AODA and Ontario Human Rights Code training to all new employees, contractors, and volunteers.
- Refresh accessibility training every three years or when standards change.
- Maintain training records and compliance logs.

Timeline:

- 2025: Deliver updated accessibility training to all staff.
- 2027 & 2030: Refresh training and update based on legislative changes.

5. Feedback Process

RCMS welcomes feedback on accessibility from employees, tenants, clients, and stakeholders. Feedback can be submitted via:

- Email: hr@rcms.ca
- Phone: 905-470-1244
- In person: HR Department, Richmond Community Management Services

All feedback will be reviewed, tracked, and addressed in a timely manner.

6. Review & Monitoring

- This plan will be reviewed **every five years** and updated as required.
- Progress reports will be prepared annually and made publicly available.

For More Information

Questions and/or comments about Richmond Community Management Services' Accessibility Plan are always welcome.

Please contact hr@rcms.ca

Since 2005, the Accessibility Directorate of Ontario (ADO) has been working with the disability, private and public sectors to develop and enforce accessibility standards, and promote greater accessibility awareness throughout Ontario. Contact the ADO for more information about the AODA, the IASR, the ASCS and resources on how to make Ontario accessible for everyone.

Toll-free: 1-866-515-2025

TTY: 416-325-3408 / Toll-free: 1-800-268-7095

Email: accessibility@ontario.ca

Website: <http://ontario.ca/AccessON>

Free resources available at publications.serviceontario.ca

Alternate formats of this document are available free upon request.