

## **Accessibility Standards Policy**

This accessibility plan outlines the policies and actions that St. Clair Region Conservation Authority (SCRCA) will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

St. Clair Region Conservation Authority (SCRCA) is committed to treating all people with dignity, respect and independence. We believe in integration and equal opportunity. We will make every effort to meet the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting the requirements set under the Accessibility for Ontarians with Disabilities Act.

### **Accessible Emergency Information**

St. Clair Region Conservation Authority (SCRCA) strives to distribute publicly available emergency information that is accessible to both our customers and clients upon request. We will also provide individualized emergency response information when necessary.

### **Training**

SCRCA will provide training by January 1, 2015 to all new and existing full time employees, volunteers and other staff members on the Ontario Accessibility Laws and also on the Human Rights Code related to persons with disabilities. Accessibility training will take place on an annual basis.

### **Information and Communications**

SCRCA strives to develop and maintain accessible communications to meet the needs of people with disabilities.

By January 1, 2014 the SCRCA will:

- Develop and maintain websites to conform to the WCAG 2.0, Level A standards.
- Consult with people with disabilities to determine accessibility and usability of the websites which will allow for future improvements and updates.

By January 1, 2015 the SCRCA will:

- Develop a feedback form online.
- Verify that existing feedback methods are accessible to persons with disabilities upon request.
- Make the feedback form available at the front desk.
- Maintain the feedback log, including verbal feedback.

By January 1, 2016 the SCRCA will ensure that:

- All publicly available information is made accessible upon request.
- The design requirements are reviewed for new publications and;
- Requests for existing information are accommodated where possible.

By January 1, 2021 the SCRCA will:

- Develop and ensure that all new and existing websites and their contents conform to the WCAG 2.0, Level AA standards.
- Seek input from users to determine success and usability of websites.

## Service Animals

The SCRCA welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

## Support Personnel

A person(s) with a disability will be allowed to have support personnel accompany them on our premises.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities for customers with disabilities the main office of SCRCA location will notify customers promptly. This notice will be clearly posted and will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

This notice will be posted on the SCRCA website <http://www.scrca.on.ca/> and will also be posted on the exterior doors of buildings.

## Other Policies and Modifications

Any policy of SCRCA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## Employment

The SCRCA is dedicated to fair and accessible employment practices and will take the following steps to accommodate people with disabilities by notifying the public and providing staff with the training to:

- Ensure persons with disabilities are accommodated during the recruitment and assessment process when hired.
- Assist in the development of individual accommodation and return-to-work policies for employees that have been absent due to a disability.
- Accommodate the accessibility needs of employees with disabilities in performance management, career development and re-deployment procedures.

## Design of Public Spaces

The SCRCA will meet the accessibility standards for the design of public spaces when building or making major modifications to public spaces where possible. Public spaces include:

- Recreational trails/beach access routes.
- Outdoor public eating areas ie. Rest stops or picnic areas.
- Outdoor play spaces such as playgrounds in provincial parks and local communities.
- Outdoor paths of travel ie. Sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off street parking.
- Service-related elements ie. Service counters, fixed queuing lines and waiting areas.

## Feedback Process

Customers who wish to provide feedback on St. Clair Region Conservation Authority's services to people with disabilities may do so by email at [info@scrca.on.ca](mailto:info@scrca.on.ca) or by phone: 519-245-3710. Customers may leave a message with the Administrative Clerk.

All feedback including complaints will be directed to the staff member in charge of ensuring compliance with the Ontario Disabilities Act. Customers can expect to hear back from a staff member within 14 business days.

For more information on this accessibility plan please contact Tracy Prince at phone: 519-245-3710 ext. 239 or by email at [tprince@scrca.on.ca](mailto:tprince@scrca.on.ca)

Accessible formats of this document are available upon request.