



RPIA Multi-Year Accessibility Plan

Introduction

RPIA strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

RPIA is committed to fulfilling our requirements under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

As an employer with approximately 100 employees located in Ontario, we are committed to continuously improving our accessibility in all aspects of our operations, including but not limited to: Customer Service, Information and Communications, Employment, Training, Design of Public Spaces, and Transportation.

About the Multi-Year Accessibility Plan

- Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.
- The plan is reviewed and updated at least once every 5 years.
- We train every person as soon as practical after being hired and provide training regarding changes to the Policies.
- We maintain records of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

Strategies & Actions

Customer Service

RPIA is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

All employees are required to complete training on AODA Customer Service Standards.

Over the next few years, as the firm rolls out digital transformation initiatives, AODA considerations will be included in vendor selection criteria, and all client-facing platforms will be AODA compliant where possible.

Information and Communications

RPIA is committed to making our information and communications accessible to people with disabilities. Since 2020, RPIA has conducted semi-annual AODA audits on the entire www.rpia.ca website. These audits are conducted by our external web development agency and flags both content- and code-related issues. Identified shortcomings are immediately scheduled for updates.

Over the course of the past few years, we have implemented the following improvements to the accessibility of our information and communications:

- All RPIA-produced videos are published with captions since 2021. This excludes webinar recordings and any materials produced by external partners, which are not



owned RPIA content.

- Transcripts can be made available for video content upon request.
- All images uploaded onto the website have alternative text.
- PDFs have been optimized for accessibility where possible.
- Images of charts posts on the website have limited in-image annotations where possible; however, this is not comprehensive.

Employment

RPIA is committed to fair and accessible employment practices. RPIA notifies employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process and during the course of employment, including making information available in accessible formats.

When a selected applicant requests an accommodation, RPIA will consult with the applicant and provide or arrange suitable accommodation for the applicants' accessibility needs. When making offers of employment, RPIA notifies the successful applicant of its policies for accommodating employees with disabilities.

RPIA consults with employees to provide, or arrange for the provision of accessible formats and communication supports for:

- Information that is needed to perform their job, and
- Information that is generally available to employees in the workplace.

RPIA considers the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement, and redeploying employees.

Training

RPIA is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Every RPIA employee completes mandatory training as part of their onboarding upon joining the firm. Currently, this training includes the following:

- AODA Customer Service Standards
- Understanding Human Rights

HR maintains records of completion including date completed. If/when new modules are introduced, existing employees are prompted to complete the updated training modules.

Design of Public Spaces

RPIA will continue to focus on removing barriers in our buildings and public spaces.

New construction and renovations will reflect updated accessibility requirements as outlined by building codes. Public Spaces will be redesigned to meet accessibility standards where there is new construction and major changes to existing features.

RPIA will maintain procedures for preventative and emergency maintenance of accessible elements in its public spaces.



In the event of a planned service disruption to facilities and services that are relied upon by persons with disabilities, notice of the disruption will be provided in advance. In the event of an unexpected disruption, a notice will be provided as soon as possible.

For More Information

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available upon request from hr@rpia.ca.

Our accessibility plan is publicly posted on our website: www.rpia.ca/accessibility

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