



## RESPONSIBLE GAMBLING COUNCIL (RGC) MULTI-YEAR ACCESSIBILITY POLICY AND PLAN

The following policy and plan have been established by the Responsible Gambling Council (RGC) to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.

The Responsible Gambling Council is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

This plan and policy covers a five year period 2021-2026.

### **Commitment**

The Responsible Gambling Council is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for both the public and its employees. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

This policy and plan will be implemented in accordance with the time frames established by the Regulation.

### **Accessibility Plan**

Responsible Gambling Council will develop, maintain and document an Accessibility Plan outlining the Responsible Gambling Council’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Responsible Gambling Council’s website. Upon request, Responsible Gambling Council will provide a copy of the Accessibility Plan in an accessible format.

### **Training**

Responsible Gambling Council will ensure that training is provided on the requirements of the accessibility and customer service standards of AODA and provide training on the Human Rights Code as it pertains to persons with disabilities. All staff complete this training within the first three months of employment. RGC also provides additional information on Tips for Interacting with People with Disabilities.

Responsible Gambling Council will keep a record of the training it provides including dates and specific training completed.

### **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. As part of the training an overview will be provided on assistive devices. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

### **Service Animals**

The Responsible Gambling Council welcomes people with disabilities and their service animals. Service animals are allowed on our premises.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons related to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or vest, or when it helps the person perform certain tasks.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. RGC does not charge for goods, services or facilities.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Responsible Gambling Council will notify the public promptly. A notice will be clearly posted at the entrance of the office notifying the public.

### **Self-Service Kiosks**

Responsible Gambling Council will have consideration for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

### **Accessible Formats and Communication Supports**

Upon request, Responsible Gambling Council will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Responsible Gambling Council will consult with the person making the request in determining the suitability of an accessible format or communication support.

Responsible Gambling Council will also notify the public about the availability of accessible formats and communication supports.

## Accessible Websites and Web Content

Responsible Gambling Council will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

### Employment

Responsible Gambling Council's policies and practices are intended to build an inclusive and accessible work environment free from discrimination and harassment. We communicate to employees, job applicants and the public that accommodations can be made during the recruitment and hiring process, during their employment with RGC, and in the case of the employee returning to work from a leave due to a disability.

We work with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- Information that is needed in order to perform the employee's job
- Information that is generally available to employees in the workplace

Where needed, we will ensure that information is provided to the health and safety representative(s), with the employees consent, to ensure their safety, in case of a workplace emergency. We will provide the information as soon as practicable after we become aware for the need for accommodation due to the employee's disability. We will review and update employee's information as required.

### Feedback

Responsible Gambling Council will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

### Questions about this Policy

This policy and plan has been developed to break down barriers and increase accessibility for persons with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, please contact:

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