

Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act, 2025

Purpose and Scope

The purpose of the AODA is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to their full participation in the life of the Province of Ontario.

This plan aligns with the standards under the AODA. In particular, its focus is on implementing the requirements of the Integrated Accessibility Standard Regulation (IASR).

Development, Review and Monitoring

This Five-Year Accessibility Plan builds on previous planning efforts and consultations. RBC Place London will continue to enhance and develop operational policies and guidelines for employees, as outlined in this plan. This is a living document that defines our goals and objectives and will be updated as needed. The plan will be posted on our website and made available in accessible formats upon request.

Accessibility Standards for Customer Service (O. Reg. 429/07)

The Accessibility Standards for Customer Service came into effect on January 1, 2008, making them the first to become law under the AODA. This regulation required all municipalities to be in compliance by January 1, 2010. RBC Place London is currently in compliance, and fulfilling ongoing obligations including conducting training, and maintaining policies.

Integrated Accessibility Standards (O. Reg. 191/11)

The Integrated Accessibility Standard came into effect on July 1, 2011 and is now law. It applies to all organizations – public, private, and non-profit. The requirements of this standard will be phased in over time from 2011 to 2021. The Regulation covers the following standard areas:

- Information and Communication
- Employment
- Transportation
- Design of Public Spaces (Built Environment)

On January 1, 2013 the Integrated Accessibility Standards Regulation was amended to include accessibility requirements for the Design of Public Spaces (Built Environment).

The goal of these standards is to remove barriers in public spaces and buildings for all Ontarians — including people with disabilities, seniors and families.

Our Commitment

RBC Place London remains committed to the objectives and intent of the AODA. Removing barriers improves the quality of life for people of all ages and abilities.

Multi-Year Accessibility Plan

Action Item	Action	Compliance Date	Status	Last Reviewed
General Policies and Procedures	<ul style="list-style-type: none"> Establishment of accessibility policies 	2010	Completed	May 5, 2026
Accessibility Plans	<ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the regulation 	2010	Completed	May 5, 2026
Human Rights training	<ul style="list-style-type: none"> Add Human Rights training to orientation program 	2013	Completed	May 5, 2026
Purchasing Policy	<ul style="list-style-type: none"> Addition of AODA to purchasing policy 	2015	Completed	May 5, 2026
Accessible Website and Web Content	<ul style="list-style-type: none"> Update website and web contents to conform with WCAG requirements 	2014	Completed	May 5, 2026
Employment Standards AODA Requirements	<ul style="list-style-type: none"> Add to Orientation/Recruitment and selection process 	2014	Completed	May 5, 2026