

AODA Multi Year Accessibility Plan





YMCA AODA Multiyear Policy (2012 – 2025)

Section 1 – Introduction and Commitment

The YMCA of Hamilton/Burlington/Brantford (the “YMCA”) is committed to fulfilling its obligations under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) as well as the Accessibility Standard for Communications and Employment issued under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). Our goal is to increase the accessibility of our programs and services for those all who use them or wish to use them.

The YMCA will use reasonable efforts to ensure that its customer service policies, practices and procedures are consistent with the four principles set out below. It is recognized, however, that in some circumstances, a balancing of the four principles, or aspects thereof, may be necessary in order to maximize the achievement by the YMCA of the goals and spirit of this policy.

Section 2 – YMCA Multi-Year Accessibility Plan

Customer Service Standard				
AODA Standard Sub-Section	Action	Description	Status	Compliance Date
General	Establishment of Policies and Procedures	<p>All YMCA Policies and Practices have been drafted to embody the four AODA principles of Dignity, Independence, Integration and Equal Opportunity</p> <p>Specific policies were drafted to cover:</p> <ol style="list-style-type: none"> 1. Assistive Devices 2. Service Animals 3. Support Persons 4. Communication 5. Notice of Service Disruptions 6. Feedback 7. Training 	January 2012 and ongoing	January 2012
	Assistive Devices	<p>The YMCA will ensure that methods of communication will be available in any way that is deemed reasonable when accessing YMCA programs and services.</p> <p>The YMCA is committed to providing service excellence in the delivery of all programs and services to its members who may require the use of assistive devices.</p> <p>The YMCA will train its employees to ensure that they are familiar with the various types of assistive devices that may be used by persons with disabilities when accessing our YMCA facilities, programs and services.</p>	January 2012 and ongoing	January 2012
	Service Animals	<p>Persons with disabilities are permitted to bring their service animal onto YMCA property that is open to the public or other third parties.</p> <p>Should a conflict arise concerning a service animal on site, the YMCA will make every effort to find a solution acceptable to all parties.</p>	January 2012 and ongoing	January 2012
	Support Persons	<p>Any person with a disability who is accompanied by a support person will be allowed to enter YMCA premises which are open to the public or other third parties with his or her support person.</p> <p>The YMCA may require a person with a disability to be accompanied by a Support Person</p>	January 2012 and ongoing	January 2012

		<p>where it is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.</p> <p>The YMCA will not charge admission fees to any/all support persons that accompany a person with disabilities.</p> <p>All support persons who will have access to other children or vulnerable persons through direct program participation must submit a CRC/VSS before they are allowed access to any YMCA Programming:</p>		
	Communication	<p>The YMCA will make every effort to communicate with persons with disabilities in ways that take into account their disability.</p> <p>Employees/volunteers will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting YMCA goods, services and facilities.</p> <p>The YMCA will train employee's to communicate with individuals wishing to access YMCA goods and services on how to most effectively interact and communicate with persons with various types of disabilities.</p>	January 2012 and ongoing	January 2012
	Feedback Process	<p>The YMCA will make every reasonable effort to respond to feedback promptly.</p> <p>All feedback that speaks to accessibility will be directed through the Human Resources Office.</p>	January 2012 and ongoing	January 2012
	Training	<p>The YMCA will provide the appropriate training to all employees and volunteer.</p> <p>Training will occur on an <u>ongoing</u> basis and whenever changes are made to relevant policies, practices and procedures.</p> <p>Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.</p>	January 2012 and ongoing	January 2012
	Notice of Service Disruptions	<p>In the event that there is a temporary disruption in the availability of facilities, programs or services, the YMCA shall give notice of the reason for the disruption, the date(s) of disruption, anticipated duration and a description of alternative facilities or services, if any, that may be available.</p>	January 2012 and ongoing	January 2012

Integrated Accessibility Standard

AODA Standard Sub-Section	Action	Description	Status	Compliance Date
General	Accessibility Policies	The YMCA will develop, implement and maintain policies that meet AODA requirements.	January 2012 and ongoing	January 2014
	Accessibility Plans	The YMCA will establish, implement, maintain and document a multi-year accessibility plan, which will outline the YMCA’s strategy to prevent and remove barriers.		January 2014
	Training	<p>The YMCA will provide the appropriate training to all members of the employees and volunteer teams. All training will encompass the AODA Regulations and the Human Rights Code.</p> <p>Training will occur on an <u>ongoing</u> basis and whenever changes are made to relevant policies, practices and procedures.</p> <p>Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.</p>		January 2015
	Filing Reports	The YMCA will file all applicable annual Ministry reports	Yearly	Yearly
	Kiosks	The YMCA will take into consideration when designing, procuring and installing Kiosks that they allow users to access or use in accessible ways		January 2014
Information and Communication	Emergency Response Information	<p>The YMCA has prepared emergency procedures and plans and has made the information available to the public.</p> <p>The YMCA will continue to provide the information in an accessible format and with appropriate communication supports.</p>	January 2012 and ongoing	January 2012
	Formats and Communication Supports	<p>The YMCA is committed to consulting with and providing people with disabilities accessible formats and communication supports when requested.</p> <p>The YMCA will notify the public about the availability of accessible formats and communication supports.</p>		January 2016
	Website and Web Content	The YMCA is committed to ensuring that our internet and its content conforms with the WWW Consortium Web Content Accessibility Guidelines (“WCAG”) 2.0 Level A and eventually increasing to Level AA.		January 2014 – January 2021
	Feedback	The YMCA will ensure that there is a process of receiving and responding to feedback and feedback is in an accessible format.		January 2015

Employment	Accommodations	Recruitment	<p>The YMCA will ensure that both employees and members of the public will be made aware that accommodations are available.</p> <p>The YMCA will add a section on job postings and applications that will allow individuals applying for jobs to inform the YMCA if they require accommodations.</p> <p>Once an applicant is selected for an interview, that person will be asked if they require any accommodations during the interview process.</p> <p>The YMCA will ensure that all successful candidates are informed about YMCA Accessibility policies and procedures.</p>		January 2016
		Return to Work	<p>The YMCA will ensure that employee's are made aware of the Return to Work process for employees who have been absent from work due to a disability and require accommodations.</p> <p>All Return to Work plans will be documented and added to the employee's individual plan.</p>		January 2016
		Performance Management	<p>The YMCA will ensure that accessibility needs are taken into account during an employee's Performance Appraisal.</p> <p>All Performance Management plans will be documented.</p>		January 2016
		Career Development	<p>The YMCA will ensure that accessibility needs are taken into account during an employee's Career Development and that no opportunity is overlooked due to accommodation needs.</p> <p>All Career Development plans will be documented.</p>		January 2016
		Redeployment	<p>The YMCA will ensure that accessibility needs are taken into account if an employee is redeployed.</p>		January 2016

			All Redeployment plans will be documented.		
	Individual Emergency Response Information	<p>The YMCA has provided all employees with disabilities an individualized plan for when emergency situations arise.</p> <p>All employees that have an individualized plan have been assigned a designated employee who will provide them assistance.</p> <p>The YMCA has created lists that contains potential situations where emergency response information may be required, potential physical challenges in the workplace that could be a barrier as well as a list current employee's who have disabilities who may need assistance.</p>		January 2012 and ongoing	January 2012
	Communication Supports	<p>The YMCA will train all employees on the AODA Policies.</p> <p>All AODA Information will be provided to employees at time of hire as well as if any there are policy changes.</p>			January 2016



Section 3 – Steps (to be) taken to overcome and remove barriers

General Steps and Customer Service Regulation

The YMCA is committed to ensuring that all customers can participate in and receive accessible goods and services.

Steps to be taken:

- Review and update policies and standards regularly to ensure high quality accessible customer service;
- Embed accessibility requirements into staff training and orientation materials;
- Use internal systems to conduct reviews to ensure compliance and improve services;
- Review customer feedback and taking appropriate action;
- Provide training for employee's that interact with the public or make policies that shape how services are delivered.

Information and Communication

The YMCA is committed to ensuring that information and communications are available and accessible to people with disabilities.

Steps to be taken:

- Achieve compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR (Integrated Accessibility Standards Regulation) to ensure websites are accessible for all;
- Develop guidelines and best practices for creating accessible documents;
- Ensure that information, including emergency procedures, plans, and public safety, are readily available in a variety of alternate formats;
- Develop a training strategy to ensure that employees (where applicable) have the knowledge, tools and technical advice to create accessible materials.

Employment

The YMCA is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

Steps to be taken:

- Identify and remove barriers in the workplace for employees and customers;
- Understand and accommodate various types of disabilities and their impact on employees;
- Understand employer obligations to provide employment accommodation;



- Enhance workplace emergency responses through individualized emergency response information and assistance as required;
- Revise individual work plans and developing a manager's guide, tools and templates to remove barriers from screening practices