

## **Multi-Year Accessibility Plan**

### **Accessibility Plan and Policies for the YMCA of Western Ontario**

This 2014-21 accessibility plan outlines the policies and actions that the YMCA of Western Ontario will put in place to improve opportunities for people with disabilities.

#### **Statement of Commitment**

The YMCA of Western Ontario is committed to ensuring that every employee and member receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the Code and the AODA and its regulations. The YMCA of Western Ontario will meet the accessibility needs of persons with disabilities in a timely manner.

#### **Accessible Emergency Information**

The YMCA of Western Ontario is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### **Training**

The YMCA of Western Ontario will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The YMCA of Western Ontario will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Integration of accessibility into orientation sessions for new employees
- Annual review of accessibility for all Y employees

#### **Kiosks**

The YMCA of Western Ontario will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014:

- Note: We do not typically have kiosks in our facilities; however, we will assure employees through communication channels consider accessibility issues if purchasing kiosks

#### **Information and communications**

The YMCA of Western Ontario is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The YMCA of Western Ontario will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015. This multi year plan is available in alternate formats upon request and will be updated at least once every 5 years.

The YMCA of Western Ontario will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Through all member and staff newsletters
- Postings on website, social media

### **Employment**

The YMCA of Western Ontario is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, the YMCA of Western Ontario will accommodate people with disabilities during the recruitment (i.e., advertisements state that accommodations will be made for people with disabilities) and assessment processes and when people are hired:

- This is what we currently communicate on job postings  
**“The YMCA of Western Ontario values the diversity of people and communities and is committed to excellence and inclusion in our Association. We thank all interested applicants but advise that only those selected for an interview will be contacted.”**

The YMCA of Western Ontario will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- We have the physician complete a Functional Abilities Form and we accommodate all restrictions and provide gradual return to work where recommended by physician

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the YMCA of Western Ontario is using performance management, career development and redeployment processes:

- Individuals who are currently employed and have an identified disability which requires accommodation are provided the necessary accommodations to ensure they are able to meet expectations in their role. As an example, illiterate or blind staff are communicated to verbally by their supervisor the information that is contained in writing within their performance agreements.  
Website

We will ensure our website complies with AODA requirements by the mandated deadline.

The YMCA of Western Ontario will take the necessary steps to prevent and remove other accessibility barriers as identified.

### **Feedback and Information**

The YMCA of Western Ontario ensures feedback processes are accessible by providing or arranging for the provision of accessible formats and communication supports, upon request.

A copy of this plan may also be obtained in accessible formats upon request.

For more information on this accessibility plan, please contact Tracey Stub at: 519.667.2346  
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