

# AODA Multi Year Accessibility Plan





## YMCA of Central East Ontario AODA Multiyear Policy (2012 – 2025)

### Section 1 – Introduction and Commitment

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The YMCA of Central East Ontario (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.

### YMCA of Central East Ontario Policy

The YMCA recognizes the dignity and worth of every individual and seeks to create socially inclusive environments in which everyone, including persons with disabilities, is able to participate fully. Building on a culture that embraces diversity and supports social inclusion, the YMCA is a shared experience for everyone to enjoy.

**Section 2 – YMCA Multi-Year Accessibility Plan**

Customer Service Standard				
AODA Standard	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 practices were drafted to cover:</p> <ul style="list-style-type: none"> <li>• Assistive Devices</li> <li>• Service Animals</li> <li>• Support Persons</li> <li>• Notice of Service Disruptions</li> <li>• Feedback</li> <li>• Training</li> <li>• Communication</li> </ul>	Created January 2012 and ongoing	January 2012
		<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>People with disabilities who are accompanied by a service animal will be welcomed at all of our locations that are open to the public.</p> <p>Staff/volunteers will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.</p>	Created January 2012 and ongoing	January 2012
	Support Persons	<p>People with disabilities who are accompanied by a support person will be welcomed at all of our locations that are open to the public.</p> <p>Any person with a disability who is accompanied by a support person will be allowed to enter any YMCA of Central East Ontario premises with his or her support person. At no person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.</p> <p>Fees will not be charged for support persons for admission to any YMCA of Central East premises.</p> <p>Staff/volunteers will be properly trained in how to interact with people with disabilities who are accompanied by a support person.</p>	Created January 2012 and ongoing	January 2012

	Communication	<p>The YMCA will make every effort to communicate with persons with disabilities in ways that take into account their disability.</p> <p>Staff/volunteers will be trained on how to interact and communicate with people with various types of disabilities. Communication is a process of providing, sending, receiving and understanding information.</p> <p>Depending on the situation and the person's needs, The YMCA will offer alternatives ways to make communications more accessible. Finding a suitable communication method may require consideration of the situation or circumstances of the provider and of the person with a disability.</p>	Created January 2012 and ongoing	January 2012
	Feedback Process	<p>Members and participants may provide feedback regarding the way we provide services to those with disabilities in person, by telephone, in writing or by email.</p> <p>All feedback will be directed to the General Manager or VP of Operations.</p> <p>Members or participants can expect to hear back within 2 business days.</p>	Created January 2012 and ongoing	January 2012
	Training	<p>The YMCA will provide the appropriate training to all employees, volunteers and others who deal with the public.</p> <p>When policies, practices or procedures on the provision of goods or services to people with disabilities change, updated training will be provided to all staff/volunteers.</p> <p>Initial training will be provided at time of orientation, no less than three months (probation period) after staff/volunteers commence their duties.</p>	Created January 2012 and ongoing	January 2012
	Notice of Service Disruptions	<p>In the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, notices will be posted.</p> <p>This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises. A notice will be placed on our website as well.</p>	Created January 2012 and ongoing	January 2012

**Integrated Accessibility Standard**

AODA Standard Sub-Section	Action	Description	Status	Compliance Date
<b>General</b>	Accessibility Policies	The YMCA will develop, implement and maintain policies that meet AODA requirements.	Created 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.	Created	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>	Created and ongoing	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	None presently used	January 2014
	<b>Information and Communication</b>	Emergency Response Information	The YMCA has prepared and our staff are trained on our emergency procedures and plans. They are not made available to the public. If that changes we will provide the information in an accessible format and with appropriate communication supports.	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>	Being Developed	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.	Being Developed	January 2014 – 2021
Feedback		<p>Members and participants may provide feedback regarding the way we provide services to those with disabilities in person, by telephone, in writing or by email.</p> <p>All feedback will be directed to the General Manager or VP of Operations.</p> <p>Members or participants can expect to hear back within 2 business days.</p>	Created January 2012	January 2015

<b>Employment</b>	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>	Being Developed	January 2016
		Return to Work	The YMCA will ensure that employees are made aware of the Return to Work process for employees who have been absent from work due to a disability and require accommodations. All Return to Work plans will be documented and added to the employee's individual plan.	Being Developed	January 2016
		Performance Management	The YMCA will ensure that accessibility needs are taken into account during an employee's Performance Appraisal. All Performance Management plans will be documented.	Being Developed	January 2016
		Career Development	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. All Career Development plans will be documented.	Being Developed	January 2016
		Redeployment	The YMCA will ensure that accessibility needs are taken into account if an employee is redeployed. All Redeployment plans will be documented.	Being Developed	January 2016

	Individual Emergency Response Information	The YMCA has provided all employees with disabilities an individualized plan for when emergency situations arise.	Implemented January 2012 and ongoing	January 2012
	Communication Supports	The YMCA will train all employees on the AODA Policies.  All AODA Information will be provided to employees at time of hire and if there are policy changes.	Created January 2012 and ongoing	January 2016

