



## **Accessibility Plan and Policies for the YMCA-YWCA of the National Capital Region**

This 2014-2021 accessibility plan outlines the policies and actions that the YMCA-YWCA of the National Capital Region will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

In fulfilling our mission, the YMCA-YWCA of the National Capital Region strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other clients/members.

### **Accessible Emergency Information**

The YMCA-YWCA is committed to continuing to provide 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.

**Compliance Date:** December 2012 and ongoing

### **Training**

The YMCA-YWCA is committed to providing 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.

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

- Continue to ensure that all new and existing staff is trained as outlined in the YMCA-YWCA "AODA Customer Service Standard" 2012. This self-directed learning tool is designed to be reviewed upon completion between the trained managers and the staff member.
- Task all managers within the organization ensuring that their departments are in compliance with all training requirements.
- Develop and implement a tracking system to ensure that all staff has received the appropriate level of training.

**Compliance Date:** December 2012 and ongoing

### **Self-Service Kiosks**

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

- Consulting the YMCA-YWCA AODA Customer Service Standard.
- Committing to ensuring that any integrated Kiosks comply with accessibility standards as well as our core values.
- Consult where and when needed to ensure that any new Kiosks meet all staff, members and client needs.

**Compliance Date:** January 2014



### **Information and Communications**

The YMCA-YWCA 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-YWCA has and will continue to take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Provide points of contact for information requests
- Updating the forms regularly as needed.
- Ensuring the new formats are available upon request
- Provide assistance, when requested, to complete and submit, the forms.

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

- Integrate the Y Canada common web platform
- Designate a point of contact for all requests

The YMCA-YWCA will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Implement the Y Canada common web platform

**Compliance Date:** January 2015 to January 2021

### **Employment**

The YMCA-YWCA 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-YWCA will accommodate people with disabilities during the recruitment and assessment processes and when staff is hired:

- Publish a statement of commitment on all job postings and job descriptions.
- Provide detailed information within the HR Policy and Managers Hiring Practice Guidebook.

**Compliance Date:** January 2015

- The YMCA-YWCA 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:
- Clear guidelines and procedures will be developed and incorporated into the review of the HR Policy and Employee Handbook.
- Employees who disclose the need for an accommodation plan will have it implemented by their managers and a copy of the plan will be kept in their HR file.

**Compliance Date:** January 2015



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

- At each stage of a performance management/review process involve the staff in the process and request feedback from them on any areas of concern that might arise.
- Solicit input from staff when developing a career development plan that will take into consideration any accessibility needs.
- Consider any accessibility needs in planning from staff redeployment.
- Copies of all the assessments and plans will be kept in the staff HR file.

**Compliance Date:** January 2015

The YMCA-YWCA will take the following steps to prevent and remove other accessibility barriers identified:

- Maintain a commitment to our core values of: caring, honesty, respect and responsibility.
- Consult staff with accessibility needs, when and where appropriate, and implement any changes if and when appropriate.
- Ensure that our accessibility policies and processes are clearly communicated to all staff.

### **Design of Public Spaces**

The YMCA-YWCA will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. We will do this by engaging employees in the design planning of public spaces, and outlining clearly with any and all service providers our requirements. We will ensure that our Customer Service Standards are taken into account at every step of a design and implementation stage.

The YMCA-YWCA will put in place procedures to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, we will notify the public of any service disruption well in advance, if possible, of any and all alternatives available.

### **For more information**

For more information on this accessibility plan, please contact Cathy Turnbull at:

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Accessible formats of this document are available upon request.