



YMCA of Simcoe/Muskoka

Multi-Year Accessibility Plan

Accessibility Plan and Policies for YMCA of Simcoe/Muskoka

This 2014-2021 accessibility plan outlines the policies and actions that the YMCA of Simcoe/Muskoka will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The YMCA of Simcoe/Muskoka is committed to diversity and social inclusion and to meeting its obligation under Ontario's Accessibility for Ontarians with Disabilities Act, 2005 (AODA), by providing accessible environments that respect the rights of every individual.

Accessible Emergency Information

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

Training

The YMCA of Simcoe/Muskoka 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 relevant providers.

The YMCA of Simcoe/Muskoka will take the following steps to ensure employees, volunteers and other staff members are provided with the training needed to meet Ontario's accessible laws **by January 1, 2015:**

Employees and Volunteers

- Develop a training plan and set timelines for compliance (Vice President, Human Resources and Risk Management)
- Identify training resources and make these resources available to all staff and volunteers via web-links or Google Drive (Vice President, Human Resources and Risk Management)
- Share training plan and deadlines with Vice Presidents for distribution to their staff and volunteers (Vice President, Human Resources and Risk Management)
- Monitor compliance (Dayforce) and communicate deficiencies to Vice Presidents (Vice President, Human Resources and Risk Management)



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Other relevant providers

- Require a sign off from all existing service level agreement holders (Vice President of associated department)
- Require a sign off on all new service level agreements (Vice President of associated department)

Kiosks

YMCA of Simcoe/Muskoka 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:**

- Communicate Integrated Accessibility Standard Regulation (IASR) requirements to Asset Management Group (Vice President, Human Resources and Risk Management)

Information and communications

YMCA of Simcoe/Muskoka 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.

YMCA of Simcoe/Muskoka will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request **by January 1, 2015:**

- Review current policies to confirm compliance (Vice President, Human Resources and Risk Management)
- Confirm existence of feedback processes in Accessibility Policy Statement document and on our company website (Vice President, Human Resources and Risk Management)

YMCA of Simcoe/Muskoka will take the following steps to make sure all publicly available information is made accessible upon request **by January 1, 2016:**

- Develop or identify training resources relevant to our needs (Vice President, Human Resources and Risk Management)
- Create communication piece and distribute to Vice Presidents for distribution to staff (Vice President, Human Resources and Risk Management)
- Make training resources available via web-links or Google Drive (Vice President, Human Resources and Risk Management)
- Communicate IASR requirements to Vice President, Philanthropy and Brand Management (Vice President, Human Resources and Risk Management)



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- Ensure compliance of accessible public information through employee training: AODA Customer Service Standard and IASR Standard; and monitoring of feedback processes (Vice President, Human Resources and Risk Management)

YMCA of Simcoe/Muskoka will take the following steps to make all websites and content conform with WCAG 2.0, Level AA **by January 1, 2021:**

- Communicate IASR requirements and deadlines to Vice President, Philanthropy and Brand Management (Vice President, Human Resources and Risk Management)
- Communicate with service providers to ensure compliance as per schedule (Vice President, Philanthropy and Brand Management)

Employment

YMCA of Simcoe/Muskoka is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, YMCA of Simcoe/Muskoka will accommodate people with disabilities during the recruitment and assessment processes and when people are hired, **by January 1, 2016:**

- Include our commitment to fair and accessible employment practices in all internal and external job postings (Vice President, Human Resources and Risk Management)
- Develop or identify training resources relevant to our needs (Vice President, Human Resources and Risk Management)
- Create communication piece and distribute to Vice Presidents for distribution to staff (Vice President, Human Resources and Risk Management)
- Make training resources available via web-links or Google Drive (Vice President, Human Resources and Risk Management)
- Develop and implement internal audit process (Vice President, Human Resources and Risk Management)
- Ensure compliance of accessible employment practices through internal audit system (Vice President, Human Resources and Risk Management)

The YMCA of Simcoe/Muskoka will take the following steps to develop and implement a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability, **by January 1, 2016:**



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- Review existing process and templates (Vice President, Human Resources and Risk Management)
- Modify as needed to ensure compliance with IASR requirements (Vice President, Human Resources and Risk Management)
- Provide training as needed to up-date Human Resources staff regarding any modifications to existing processes and templates (Vice President, Human Resources and Risk Management)
- Review Human Resource Practices to ensure all relevant sections include the statement: "The YMCA of Simcoe/Muskoka will have regard for individual accommodation plans and return-to-work policies for employees that have been absent due to a disability." (Vice President, Human Resources and Risk Management)

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the YMCA of Simcoe/Muskoka is using performance management, career development and redeployment processes, **by January 1, 2016:**

- Review performance management, career development and redeployment practices and include, where relevant, the statement "the YMCA of Simcoe/Muskoka is committed to ensuring the accessibility needs of employees with disabilities are taken into account during performance management, career development, and redeployment processes." (Vice President, Human Resources and Risk Management)
- Make employment policies and practices available to all employees via our Shared Drive and via printed copy, upon request (Vice President, Human Resources and Risk Management)
- Communicate the accessibility requirements of the YMCA of Simcoe/Muskoka performance management process to Vice Presidents to distribute to staff (Vice President, Human Resources and Risk Management)

Design of Public Spaces

The YMCA of Simcoe/Muskoka will consider accessibility features and take steps to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

The YMCA of Simcoe/Muskoka will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by **January 01, 2017**. Public spaces include (continued on next page):



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- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic area
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest area and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The YMCA of Simcoe/Muskoka will take steps to prevent and remove other accessibility barriers identified:

- Through feedback processes (Leadership Team: CEO and Vice Presidents)
- Internal accessibility audits (Leadership Team: CEO and Vice Presidents)

As soon as our organization is reasonably able to address in a fiscally responsible manner.

For more information

For more information on this accessibility plan, please contact Vice President, Human Resources and Risk Management at:

- Phone: 705.726.6421 ext. 439
- Email: sm.accessibility@sm.ymca.ca

Accessible formats of this document are available free upon request from: sm.accessibility@sm.ymca.ca