



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

This 2022-2027 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: January 2022 and ongoing

Training

The YMCA-YWCA is committed to continuing to provide training to employees, volunteers, and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities.

The YMCA-YWCA provides employees with the training needed to meet Ontario's accessibility laws:

- Continue to ensure that all new and existing staff is trained as outlined in the YMCA-YWCA "AODA Customer Service Standard". 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 comply with all training requirements.
- Develop and implement a tracking system to ensure that all staff has received the appropriate level of training.

Compliance Date: January 2022 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:

- 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 2024



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. Review date: December 2022

- 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. Review date: December 2022

- 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 3.0, Level. Review date: December 2023

- Implement the Y Canada common web platform

Compliance Date: January 2024

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. Review date: December 2022

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

Compliance Date: January 2024

- 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 People and Culture 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 file.

Compliance Date: January 2024



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. Review date: December 2022

- 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 file.

Compliance Date: January 2024

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 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 to any and all service providers our requirements.

We will ensure that our Customer Service Standards are taken into account at every step of the 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 Morgan Bello at:

- Phone: 613-237-1320 ex 5135
- Email: morgan.bello@ymcaywca.ca

Accessible formats of this document are available upon request.