

AODA Multi Year Accessibility Plan



Created December 2014

Most recent update March 2020



YMCA of Niagara AODA Multiyear Policy (2012 – 2025)

Section 1 – Introduction and Commitment

The YMCA of Niagara is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

All YMCA Policies and Practices will embody, and all Programs and services will be delivered to all members or participants demonstrating the four principles of:

- Dignity
- Independence
- Integration or alternate measures to meet the needs of people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other members or participants.
- Equal opportunity to have the same chances, options, benefits and results as others.

The YMCA of Niagara recognizes the 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 Sub-Section	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"> • Assistive Devices • Service Animals • Support Persons • Notice of Service Disruptions • Feedback • Training • Communication • Billing 	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 or 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 require specialized supports have the option to secure the services of an independent support person to assist them in their participation at the YMCA. Individuals 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 Niagara premises with his or her support person. At no time will a 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>	Created January 2012 and ongoing	January 2012

		<p>Fees will not be charged for support persons for admission to any YMCA of Niagara premises. The support person will be required to sign into the program/facility according to YMCA policies.</p> <p>Staff/volunteers will be properly trained in how to interact with people with disabilities who are accompanied by a support person.</p>		
	Communication	<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:</p> <ul style="list-style-type: none"> -In person, by speaking or communicating through a support person -By phone, using speech, TTY or speech-to-speech relay service -In writing, using pen-and-paper notes or email <p>Feedback processes will be made accessible when asked.</p> <p>All feedback will be directed to the Site Supervisor or Centre Manager.</p> <p>Members or participants can expect to hear back in within 2 to 3 business days. Responses will be provided using communication methods that take customers' disabilities into account.</p>	Created January 2012 and ongoing	January 2012
	Training	<p>We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.</p> <p>We will train our employees and volunteers on accessibility as it relates to their specific roles.</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

	Billing	<p>The YMCA will provide accessible invoices to all of our members. For this reason, invoices will be provided in hard copy, and online upon request.</p> <p>We will answer any questions members may have about the content of the invoice in person, by telephone or via email.</p>		
	Notice of Service Disruptions	<p>In the event of a planned or unexpected disruption in the facilities or services (i.e. elevators, accessible washrooms,) 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 if available a description of alternative facilities or services.</p> <p>Notices for planned disruptions will be posted on the web page 2 weeks in advance whenever possible.</p> <p>Notices for unexpected disruptions will be posted to social media, placed on the web page, digital displays/bulletin boards and on service counters within the premises as soon as possible.</p>	Created January 2012 and ongoing	January 2012

Integrated Accessibility Standard

AODA Standard Sub-Section	Action	Description	Status	Compliance Date
General	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 December 2013	January 2014
	Training	We are committed to training staff and volunteers in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles. 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. Initial training will be provided at time of orientation, no less than three months (probation period) after staff/volunteers commence their duties.	Created January 2012 and ongoing	January 2015
	Filing Reports	The YMCA will file all applicable annual Ministry reports.	Annually	Annually
	Kiosks	The YMCA will take into consideration when designing, procuring and installing Kiosks that they allow users to access or use in accessible ways.	Non presently used	January 2014
Information and Communication	Emergency Response Information	The YMCA has prepared emergency procedures and plans, and our staff are trained on them. 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.	Created January 2012 and ongoing	January 2012
	Formats and Communication Supports	The YMCA is committed to providing people with disabilities accessible formats and communication supports when requested. The YMCA will notify the public about the availability of accessible formats and communication supports.	Created January 2012 and ongoing	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.	Created December 2015	January 2014 – 2021

	Feedback	<p>Members and participants may provide feedback regarding the way we provide services to those with disabilities:</p> <ul style="list-style-type: none"> -In person, by speaking or communicating through a support person -By phone, using speech, TTY or speech-to-speech relay service -In writing, using pen-and-paper notes or email <p>Feedback processes will be made accessible when asked. All feedback will be directed to the Site Supervisor or Centre Manager.</p> <p>Members or participants can expect to hear back in within 2 to 3 business days. Responses will be provided using communication methods that take customers' disabilities into account.</p>		Created January 2012	January 2015
Employment	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 note on job postings that accommodations are available and will consult with those who are selected for an interview to meet their needs in a suitable way.</p> <p>The YMCA will ensure that all successful candidates are informed about YMCA Accessibility policies and procedures.</p>	Created December 2015	January 2016
		Return to Work	<p>The YMCA has a Return to Work process for employees who have been absent from work due to a disability and require accommodations to return to work.</p> <p>All Return to Work plans will be documented and added to an employee's individual accommodation plan.</p>	In place for over 15 years	January 2016
		Performance Management	The YMCA will ensure that accessibility needs are taken into account during an employee's Performance Appraisal.	Created December 2015	January 2016
		Career Development	The YMCA will ensure that accessibility needs are taken into account during Career Development	Created December 2015	January 2016
		Redeployment	The YMCA will ensure that accessibility needs are taken into account if an employee is redeployed.	Created January 2015	January 2016

	Individual Emergency Response Information	The YMCA will ensure all employees with disabilities who require it have individualized.	Implemented January 2012 and ongoing	January 2012
	Communication Supports	On request, the YMCA will consult with an employee to provide accessible formats or communication supports for work related information	Implemented January 2012	January 2016