



YMCA of  
Northeastern  
Ontario

# Multi-Year Accessibility Plan

December 2017

Building healthy  
communities



# Multi-Year Accessibility Plan

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## **Accessibility Plan and Policies for the YMCA of Northeastern Ontario**

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

### **Statement of Commitment**

YMCA of Northeastern Ontario is a business that is committed to ensuring we are accessible to everyone. People should be able to access, take part in, and enjoy our services regardless of a disability. In order to achieve this goal, YMCA will do its best to:

- Remove barriers (within reason);
- Deal with accessibility related suggestions quickly and properly; and
- Make sure that our policies, practices, and procedures support the values of dignity, independence, integration, and equal opportunity.

### **Accessible Emergency Information**

The YMCA is committed to providing the 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.

### **Training – January 1, 2015 (Completed January 2014 and Ongoing)**

The YMCA provides 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 is provided in a way that best suits the duties of employees, volunteers and other staff members.

The YMCA takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws

- 1) All new hires are required to participate in the Accessibility Training which includes viewing of the AODA video and the completion of the quiz
- 2) Annual review of the Accessibility and Customer Service Policy.
- 3) All updates are discussed / reviewed at departmental staff meetings

Multi Year Accessibility Plan – YMCA of Sudbury  
2013

Created December



## Information & Communications

The YMCA is committed to meeting the communication needs of people with disabilities. We consult with people with disabilities to determine their information and communication needs.

The YMCA takes the following steps to ensure existing feedback processes are accessible to people with disabilities upon request –

- Feedback regarding goods and services provided to people with disabilities can be made by: e-mail, verbally, through the comment box or on our website. (ie. Low vision persons would get large print information; Use Bell relay for persons who are deaf for telephone communication, verbal communication for blind persons)
- All feedback will be directed to the General Manager. Customers can expect a response within 3 business days.
- Complaints will be addressed according to the procedures already established within our company policies.

The YMCA of Sudbury will take the following steps to ensure all publicly available information is made accessible upon request - **JANUARY 1, 2016** (Completed January 2014 and Ongoing)

- Print material in different formats to easily manipulate based on the needs
- All materials will quote “This document/material is available in an alternative format on request”

**\*\*\*Materials still need to be adjusted to include this quote**

The YMCA of Sudbury will take the following steps to make all websites and content to conform with WCAG 2.0, Level AA - **JANUARY 1, 2021**

- Websites are being designed by Y Canada for the YMCA of Sudbury to adapt and meet all necessary requirements.

## Employment – January 2016 (Completed January 2014 and Ongoing)

The YMCA of Sudbury 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 of Sudbury will accommodate people with disabilities during the recruitment and assessment process and when people are hired.

- All job advertisements will include the bullet “Recruitment related accommodations for disabilities will be provided upon request”



The YMCA of Sudbury 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:

- Meet with the individuals to discuss accommodation needs and create a plan together that will satisfy individual needs as well as the YMCA of Sudbury

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account during the performance management, career development and redeployment process:

- SMART goals are used for all employees to set individual performance plans.
- Accommodations will be made on an individual bases, based on the employees needs/ job requirements

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

- Preventative – Initiate conversations with our employees and members/customers to ensure that accessibility needs are being met.
- Assess the barrier(s) once identified; determine the impact in (grammar) has to our members and employees; determine a reasonable timeline to remove the barrier and communicate it to our employees and members (especially those affected by it)

### **Built Environment – January 1, 2017**

The YMCA of Sudbury will take the following steps to ensure the parking lot and building access is accessible to all without difficulty:

- Meet with the City of Sudbury to discuss the accessibility issues
- Set a plan to redesign and create more accessible parking and pathways

Accessibility to all levels and areas to be addressed and barriers removed:

- There are two mid levels that accessibility will be addressed
- Ramps or other alternatives will be put into operation

\*\* The YMCA of Sudbury understands that this is an ongoing issue; we are working with our partners to make our building have better accessibility.

### **Current Accessibility Upgrades already completed to the Built Environment**

- ✓ Doors have automatic openers to member access areas
- ✓ Family change room - Accessible change rooms, showers, washrooms, bed lift
- ✓ Pool – ramp into pool, lift into pool
- ✓ Elevator access to all levels



### **For more information**

For more information on this accessibility plan, please contact Nancy Dube, General Manager at:

- 705.688.7300 ex. 7304
- [accessibility@sudbury.ymca.ca](mailto:accessibility@sudbury.ymca.ca)

*Accessible formats of this document are available upon request.*

**\*\*\*Contact information should be changed.**