

# Multi-Year Accessibility Plan

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

## Contents

Statement of Commitment .....	3
Accessibility Plan .....	3
Past achievements to remove and prevent barriers .....	4
Strategies and Actions .....	4
Accessible Emergency Information .....	5
Customer Service & Training .....	5
Information and Communications .....	6
Employment .....	6
Built Environment and the Design of Public Spaces .....	7
Self-Service Kiosks .....	9
Transportation .....	10
Other .....	10
Submitting Feedback .....	10
Progress Reports .....	11
Document Retention .....	11

## Statement of Commitment

The YMCA of Northeastern Ontario is committed to being an organization that values social inclusion and diversity. The YMCA recognizes the dignity and worth of every individual and will seek to create an environment in which everyone, regardless of their background, experiences, or circumstances, is able to participate fully. To fulfill this commitment, the YMCA of Northeastern Ontario will do its best to ensure:

- Policies, practices, and procedures that relate to the delivery of services are consistent with the principles of dignity, respect, inclusiveness, independence, integration, and equal opportunity.
- Accessibility related complaints are dealt with promptly and effectively; and
- Barriers to the point of undue hardship are removed so that YMCA environments are accessible to every individual.

The YMCA will work to identify and remove barriers, and prevent new barriers, for persons with disabilities as they relate to employment, communication, the built environment, and transportation at the YMCA of Northeastern Ontario. This document outlines the YMCA's accessibility plan and strategy for identifying, removing, and preventing these barriers.

This plan for 2024-2029 is informed by the YMCA's Accessibility & Customer Service Policy and the YMCA Diversity, Equity, Inclusion & Belonging strategy.

## Accessibility Plan

The accessibility plan includes an overview of our policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers. The accessibility plan will be reviewed and updated at least once every 5 years.

The YMCA of Northeastern Ontario adheres to all requirements made by regulation in the development and ongoing maintenance of the accessibility plan.

The accessibility plan is written in simple, clear, and concise language to ensure it can be comprehended. The plan includes the designated individual that feedback should be submitted to, and their company contact information to ensure anyone can request the plan in accessible formats or provide feedback. It also includes designated sections on accessibility in the areas of employment, the built environment, information and communication technologies, communication, training, the design and delivery of programs and services, and transportation.

The accessibility plan is offered in any of the following formats upon request:

- Print;
- Large print;
- Braille;
- Audio; and
- Electronic.

Requests for accessible formats of the accessibility plan can be made by phone, e-mail, or in person at any of our locations.

The accessibility plan will be made available as soon as feasible. Upon request, the plan will be provided in an accessible format, such as Braille or audio, in a timely manner. Requests for other formats will also be addressed promptly, with consideration given to the nature and complexity of the requested format. Every effort will be made to meet the request as quickly as possible.

## Past achievements to remove and prevent barriers

The YMCA of Northeastern Ontario has made advancements across the association to enhance accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

Examples of recent and ongoing progress achieved in this area include:

1. Improving employment opportunities for persons with disabilities by:
  - a. Removing the account creation requirement which posed a barrier to the online application process **(February 22, 2024)**.
  - b. Ensuring printed volunteer and employment applications are available at Membership Desks in North Bay and Sudbury and other locations upon request **(Since 2018, ongoing)**.
2. Improving employment experience for persons with disabilities by:
  - a. Making the YMCA's Employee and Family Assistance Program available to all employees, including full-time permanent, part-time, and seasonal staff **(August 1, 2023)**.
3. Serving members and clients better by:
  - a. Providing mandatory training for employees and volunteers on how to provide quality service to persons with disabilities, including AODA Customer Service Standards Training and where appropriate crisis intervention training **(Ongoing)**.
  - b. Taking into consideration accessible design when planning and installing the new membership desk at the YMCA's Durham Street location in Sudbury **(October 2023)**.
  - c. Enhancing accessibility at the YMCA Poplar Child Care Centre by making the bathrooms in the gymnasium accessible **(2024)**

## Strategies and Actions

The YMCA of Northeastern Ontario has identified the projects and programs we currently offer as well as those we will implement to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities. Unless otherwise specified, these strategies and actions are conducted or planned for all YMCA owned and operated locations, including:

Branch	Location Name	Location Address	Primary Contact
North Bay	YMCA North Bay	186 Chippewa St W, North Bay, ON P1B 6G2	Kayla Condron, Centre Manager
Sudbury	YMCA Sudbury	140 Durham St, Sudbury, ON P3E 3M7	Cindy Rose, Centre Manager
Sudbury	YMCA Employment & Immigrant Services	10 Elm St #132, Sudbury, ON P3C 5N3	Nancy Rivest, General Manager of Employment

			& Immigrant Services
Sudbury	YMCA John Island Camp	Spanish, ON P0P 2A0	Scott Thomas, General Manager of Camping & Youth Leadership
Timmins	YMCA Timmins Child Care Centre	376 Poplar Ave, ON P4N 4S4	Courtney Berlinghoff, Regional Manager
Timmins	YMCA Moore Street Child Care Centre	88 Moore St, South Porcupine, ON P0N 1H0	Courtney Berlinghoff, Regional Manager

## Accessible Emergency Information

The YMCA of Northeastern Ontario is committed to providing the members 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.

## Customer Service & Training

The YMCA of Northeastern Ontario is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others. Further, the YMCA of Northeastern Ontario is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Training is provided in a way that best suits the duties of employees, volunteers, and other staff members.

### Initiatives:

1. Continue to provide new hires with AODA Customer Service Standards Training (which includes a quiz) as soon as practicable.
2. Continue to require new employees and volunteers to read, understand and sign off on the YMCA's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.
3. Continue to provide revised training in the event of changes to legislation, procedures, policies, and/or practices.
4. Continue to underscore the significance of accessibility while training staff on our customer service standards.
5. Continue to evaluate the YMCA's programs and services to ensure inclusion and equitable participation of employees, volunteers, members, and visitors with disabilities in YMCA operated programs.
6. Continue to ensure that annual AODA refresher training is done in a timely manner.
7. Ensure that any updates or revisions to policies are discussed and reviewed at departmental staff meetings.

## Information and Communications

The YMCA of Northeastern Ontario is committed to making our information and communications accessible to people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

### Initiatives:

1. Continue to notify the public about the availability of accessible formats and communication supports.
2. Continue to notify the public that feedback regarding programs and services provided to people with disabilities can be made and will be directed to the appropriate manager for a timely response.
3. Continue to provide comment cards throughout the YMCA Durham and YMCA Chippewa locations and offer them in an accessible format upon request.
4. Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.
5. Continue to ensure that YMCA employees and volunteers understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request to determine suitable accessible formats or communication supports.
6. Continue to ensure that the YMCA's website and web applications meet the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.
7. Regularly review compliance and usability best practices to identify ways to improve accessibility in information, communications and technology based on legislated requirements.
8. Review to ensure that all documents and materials provided to the public include the verbiage "this document is available in an alternative format upon request" and revise where necessary.
9. Regularly review current policies to confirm compliance with legislation.

## Employment

The YMCA of Northeastern Ontario is committed to fair and accessible employment practices and makes every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities.

### Initiatives:

1. Continue to ensure that the YMCA's accessibility statement is up to date and included on our website, and all job advertisements.
2. Continue the practice of ensuring accommodation is provided during the recruitment and selection stages for candidates with disabilities.
3. Continue to review the online application process on a regular basis and ensure that alternative application methods are made available to candidates with disabilities.
4. Continue the practice of preparing individualized accommodation and emergency response plans for YMCA employees with disabilities.
5. Continue to ensure that all training and development programs provided consider an employee's barriers and abilities.
6. Build awareness about accommodating employees with disabilities through people leader training.

7. Build awareness about mental health and related accommodations through people leader training.
8. Incorporate the ethos of 'nothing about us without us' when assessing employee-related policies and procedures, aiming to recognize, prevent, and eliminate barriers to employment and advancement opportunities. This review will also serve to ensure ongoing compliance with legislation.
9. Foster a culture of employee engagement, inclusion and belonging through analysis of the Employee Insights Survey and the development of action plans in partnership with internal employee committees and external experts where appropriate.

## Built Environment and the Design of Public Spaces

The YMCA of Northeastern Ontario will consider accessibility features and take steps to prevent service disruptions to 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. If a disruption is unplanned and our members with disabilities require assistance to exit the building, staff and volunteers will assist them to their destination by all reasonable means.

The YMCA of Northeastern Ontario meets the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Initiatives (all locations):

1. Continue to take steps to prevent and remove other accessibility barriers identified through feedback processes as soon as reasonably practicable in a fiscally responsible manner.
2. Continue to work with our partners to ensure our facilities are accessible. This is critical for YMCA programs that are hosted offsite in non-YMCA owned facilities such as those operated in partnership with local schools, clubs and municipalities, such as the various Day Camps and Licensed Child Care Centers found throughout North Bay, Sudbury, Timmins and surrounding areas.
3. Continue to ensure that existing accessibility features in all YMCA owned and operated facilities are in good working order (see chart below for location specific initiatives and details).
4. Where elevator or lift access is not available to all levels of the facility (either due to no permanent elevator/lift existing, or existing elevator/lift being out of order), continue to arrange programming plans and schedules to ensure equal access to programs and services for individuals with disabilities (see chart below for location specific initiatives and details).
5. Establish an internal or external accessibility audit process.

Branch	Location Name & Details	Initiatives
North Bay	YMCA North Bay (Chippewa)  # of floors: 3	<ol style="list-style-type: none"> <li>1. Continue to ensure that existing accessibility features are in good working order, including:               <ol style="list-style-type: none"> <li>a. Doors to member entrance areas all have automatic openers</li> <li>b. Family change rooms are accessible, including showers</li> <li>c. Family washrooms are accessible, and include pull bars</li> <li>d. Regular washrooms are accessible, and</li> </ol> </li> </ol>

		<p>include pull bars</p> <ul style="list-style-type: none"> <li>e. Ramp into pool and lift into pool</li> <li>f. Elevator access to two levels of the facility*</li> <li>g. Accessible front desk and service areas</li> </ul> <ul style="list-style-type: none"> <li>2. Where elevator or lift access is not available to all levels of the facility, continue to arrange programming plans and schedules to ensure equal access to programs and services for individuals with disabilities</li> <li>3. Install a ramp at the Chippewa location to increase access (<b>funding obtained 2024</b>).</li> <li>4. Install more accessible doors in the Chippewa childcare spaces..</li> </ul> <p>*There is currently no elevator access to the third floor which houses the multipurpose room and running track.</p>
Sudbury	<p>YMCA Sudbury</p> <p># of floors: 3</p>	<ul style="list-style-type: none"> <li>1. Continue to ensure that existing accessibility features are in good working order, including: <ul style="list-style-type: none"> <li>a. Doors to member entrance areas all have automatic openers</li> <li>b. Family change rooms are accessible, including showers</li> <li>c. Family washrooms that are accessible, and include pull bars</li> <li>d. Regular washrooms that are accessible, and include pull bars</li> <li>e. Ramp into pool into pool</li> <li>f. Elevator access to all levels of the facility</li> <li>g. Accessible front desk and service areas</li> </ul> </li> </ul>
Sudbury	<p>YMCA Employment &amp; Immigrant Services</p> <p># of floors: 2</p>	<ul style="list-style-type: none"> <li>1. Continue to work collaboratively with Elm Place Mall Management to ensure that existing accessibility features are in good working order, including: <ul style="list-style-type: none"> <li>a. Doors to client entrance areas all have automatic openers</li> <li>b. Accessible washrooms that include pull bars</li> <li>c. Elevator access to all levels of the facility</li> <li>d. Accessible front desk and service areas</li> </ul> </li> </ul>
Sudbury	<p>YMCA John Island Camp</p> <p># of floors: 1*</p>	<ul style="list-style-type: none"> <li>1. Continue to ensure that existing accessibility features are in good working order, including: <ul style="list-style-type: none"> <li>a. Washrooms and changerooms that include larger stalls for accessibility (no pull bars)</li> <li>b. Ramps into buildings</li> </ul> </li> <li>2. Where elevator or lift access is not available to all</li> </ul>



	*One building on the Island has an upper level.	levels of a building, continue to arrange programming plans and schedules to ensure equal access to programs and services for individuals with disabilities.
Timmins	YMCA Timmins Child Care Centre (Poplar)  # of floors: 2	<ol style="list-style-type: none"> <li>Continue to ensure that existing accessibility features are in good working order, including: <ol style="list-style-type: none"> <li>Doors to member entrance areas all have automatic openers</li> </ol> </li> <li>Where elevator or lift access is not available to all levels of the facility, continue to arrange programming plans and schedules to ensure equal access to programs and services for individuals with disabilities.</li> </ol>
Timmins	YMCA Moore Street Child Care Centre  # of floors: 2	<ol style="list-style-type: none"> <li>Continue to ensure that existing accessibility features are in good working order, including: <ol style="list-style-type: none"> <li>Doors to member entrance areas all have automatic openers</li> <li>Accessible washrooms that include pull bars</li> <li>Lift access to all levels of the facility (<b><i>lift is currently broken and is scheduled to be repaired/replaced in 2025</i></b>).</li> </ol> </li> <li>Where elevator or lift access is not available to all levels of the facility, continue to arrange programming plans and schedules to ensure equal access to programs and services for individuals with disabilities.</li> </ol>

## Self-Service Kiosks

The YMCA of Northeastern Ontario is committed to incorporating accessibility features/considering accessibility for all people when designing, procuring, or acquiring self-service kiosks.

The YMCA of Northeastern Ontario utilizes Dayforce and its self-service function for its Human Resources and Payroll needs. The following is a list of devices with supported accessibility features available for Dayforce:

Assistive Technology	Browser	Device OS
NVDA & JAWS	Chrome	Windows 10
NVDA	Firefox	Windows 10
VoiceOver	Safari	macOS

The YMCA of Northeastern Ontario utilizes Avocado (with Salesforce integration) by TechShare to manage memberships. The system includes a self-service kiosk feature which the YMCA also uses,

referred to as the YMCA Online Portal. Third party app/extension can be explored by the YMCA should the need for additional features arise in the meantime.

#### Initiatives:

1. Continue to ensure that the YMCA's physical and web-based applications and kiosks are accessible for employees, volunteers, clients, and members with disabilities.
2. Continue to ensure that alternatives are available, should a physical or web-based application not have the required accessibility features.

## Transportation

The YMCA of Northeastern Ontario is committed to accessible transportation.

#### Initiatives

1. Continue to ensure that when the YMCA offers transportation to members, clients, employees, and volunteers as part of a program or service, said transportation integrates accessibility considerations.
2. Continue to ensure that snow clearing policies, practices and procedures are adequate and reduce barriers that significantly limit the mobility of people with disabilities.

## Other

The YMCA of Northeastern Ontario will take the following steps to prevent and remove other accessibility barriers when they are identified:

- Preventative – Initiate consultations with our employees, volunteers, and members/customers/clients to ensure that accessibility needs are being met.
- Assess the barrier(s) once identified; determine the impact it has on 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).

## Submitting Feedback

The YMCA of Northeastern Ontario greatly appreciates all the feedback that it receives as it allows us to learn and improve as an organization. Members, participants, customers, parents, donors, contractors, or any other member of the public is encouraged to bring forward a complaint, concern, compliment, or suggestion by directly reaching out to a YMCA of Northeastern Ontario staff member, supervisor, or manager. Alternatively, individuals are welcome to provide feedback in writing, by telephone and/or by mail to the Human Resources Department.

All feedback will be directed to the appropriate manager for review and consideration. Member, participant, customer, parent, donor, contractor, and public complaints will be addressed according to the already established YMCA of Northeastern Ontario Complaints Process. Members can expect a reply within ten (10) business days. More information on the Complaints Process, including how to register a formal complaint, can be found on the YMCA of Northeastern Ontario's website.

Employees can submit feedback to:

YMCA of Northeastern Ontario

ATTN: Human Resources

705-674-8315 ext. 7302

140 Durham Street, Sudbury ON P3E 3M7

[hr@ymcaneo.ca](mailto:hr@ymcaneo.ca)

Employees can provide feedback anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The feedback process is published in conformance with all applicable legislation. Any changes to the accessibility plan or the feedback process are published as soon as possible. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

## Progress Reports

The YMCA of Northeastern Ontario prepares and publishes a progress report on the implementation of the accessibility plan during years when the plan is not required to be updated or republished. This report mirrors the structure of the accessibility plan and includes the following details:

- Feedback and contact information;
- A summary of consultations conducted during the plan's development;
- Feedback received about the accessibility plan; and
- How consultations and feedback were incorporated into the process.

Progress reports are available upon request in all accessible formats provided for the accessibility plan.

## Document Retention

The YMCA of Northeastern Ontario keeps detailed records of the creation, implementation, and updating of the accessibility plan and progress reports. The accessibility plan and feedback process are retained on the YMCA website ([www.ymcaneo.ca](http://www.ymcaneo.ca)). Any feedback provided to the YMCA is retained for seven years from the date it is received and is only shared with those with a need to know. Where necessary, names and personal information of individuals and employees who participated in the feedback process are redacted to ensure confidentiality and privacy.

## Plan Management

The following table identifies who within the YMCA of Northeastern Ontario is Accountable, Responsible, Informed or Consulted with regards to this plan. The following definitions apply:

Responsible – the person(s) responsible for developing and implementing the plan.

Accountable – the person who has ultimate accountability and authority for the plan.

Consulted – the person(s) or groups to be consulted prior to final plan implementation or amendment.

Informed – the person(s) or groups to be informed after plan implementation or amendment.

<b>Responsible</b>	GM People & Culture, People & Culture Team
<b>Accountable</b>	CEO
<b>Consulted</b>	Senior Leadership Team, Management Team, CFO
<b>Informed</b>	Employees, Management Team, Board of Directors, General Public

## Review and Revision



### PLAN DETAILS

<b>PLAN SECTION:</b>	People & Culture
<b>REVISIONS:</b>	December 2024 March 2020 December 2017
<b>CREATED:</b>	December 2013
<b>EFFECTIVE DATE:</b>	September 2025




**PLAN OWNER:** MARIE-JOSEE PELLETTIER, GM OF PEOPLE & CULTURE




**AUTHORIZED SIGNATURE:** LORRIE TURNBULL, PRESIDENT & CEO