



YMCA of
Three Rivers



Accessibility Plan and Policies

YMCA of Three Rivers

Established: 2012

Revised: November, 2023



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Accessibility Plan and Policies

Accessibility

The YMCA of Three Rivers (“the YMCA”) is committed to our work around Justice, Access, Inclusion, Diversity and Equity (JAIDE) 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.

Our Mission

Our mission as a charity is to make our diverse communities healthier and more vibrant. With dignity and respect, our programs and services inspire individuals to reach their full potential.

Our Commitment

In fulfilling our mission, the YMCA strives at all times to provide its goods and services in a way that respects the dignity and independence of individuals with disabilities, disabled people and those living with diverse abilities. We are also committed to giving individuals with disabilities, disabled people and those living with diverse abilities 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 customers.

JAIDE Commitment

JAIDE stands for Justice, Access, Inclusion, Diversity and Equity. Through the lens of this work, we will be reviewing our policies, procedures, programs, and services in order to ensure we are fostering safe, welcoming, inclusive, and supportive spaces for all. You can view our JAIDE Action Plan [here](#).

Multi-Year Plan

The YMCA of Three Rivers will take the following steps to make sure all publicly available information is made accessible:

By January 1, 2016: Research accessible formats and the logistics of implementing accessibility and make basic information accessible in 2 formats.

By January 2021: Make all websites and content conform with WCAG 2.0, Level AA



Multi-Year Plan (continued)

The YMCA of Three Rivers is committed to Justice, Access, Inclusion, Diversity and Equity (JAIDE) and will take the following steps to ensure we are practicing JAIDE in all we do:

August 2022: Hire a JAIDE Manager to lead this important work

By December 2022: Create and publish the [JAIDE Action Plan](#).

By January 2023: Establish the JAIDE Advisory Committee

By December 2023 (and ongoing): Completed Module 1 JAIDE training for all organizational leadership

By December 2024 (and ongoing): Completed Module 1 JAIDE training for all frontline staff

Feedback Process

YMCA members are encouraged to bring forward complaints, concerns or compliments, and to make suggestions on ways to improve programs, services, and their YMCA experience. We encourage you to provide feedback in person, by email, via telephone or by regular mail to:

YMCA of Three Rivers
Attn: YMCA People Team
250 Hespeler Road Cambridge, Ontario, N1R 3H3
Email: ytrpeopleteam@ytr.ymca.ca
Tel: 1-833-259-9622

Accessibility for Ontarians with Disabilities: (AODA) Integrated Accessibility Standards Policy

Purpose

The Integrated Accessibility Standards Regulation or the IASR (Ontario Regulation 191/11) establishes the accessibility standards and compliance timeframes for each of Customer Service; Information & Communication; Employment; and where applicable, Transportation; and Design of Public Spaces.

The purpose of this Policy is to outline how the YMCA achieves, and continues to achieve, the requirements of the IASR.

Policy Statement

The YMCA recognizes the dignity and worth of every individual and seeks to create socially inclusive environments in which everyone, including individuals with disabilities, disabled people and those living with diverse abilities, are able to participate fully, building on a culture



that embraces diversity and supports social and physical inclusion. The YMCA is a shared experience in which everyone can participate.

Statement of Commitment

The YMCA of Three Rivers is committed to fulfilling its obligations under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) as well as the Accessibility Standard for Communications and Employment issued under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Our goal is to build and foster an inclusive environment and to provide services in a way that respects the dignity and independence of individuals with disabilities, disabled people or those living with diverse abilities. We are committed to the accessibility of our programs and services for all who use them or wish to use them.

The Integrated Accessibility Standard Regulation (IASR) under the Accessibility for Ontarians with Disability Act (AODA) requires the YMCA to develop a multi-year plan. This plan will be reviewed and updated regularly to prevent and remove barriers for individuals with accessibility needs.

Our YMCA's past and present accessibility plans will help to inform planning requirements of the Integrated Accessibility Standards Regulation enacted in July 2011 of the Accessibility for Ontarians with Disabilities Act (AODA). The AODA requires the YMCA to develop, implement and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to those with disabilities, disabled people and those living with diverse abilities.

The multi-year accessibility plan outlines, the specific steps the YMCA is taking to improve opportunities for individuals with accessibility needs and comply with the phased requirements of the Regulation beginning January 1, 2014. It serves to provide a framework within which accessibility plans and initiatives are to be created, in order to move the YMCA towards the goal of improved accessibility for people with disabilities, disabled people, and those living with diverse abilities by 2025.

Definitions:

- **Accessible Formats** - may include, but are not limited to, large print, recorded audio, videos with captions and/or audio descriptions, braille and other formats usable by persons with disabilities.
- **Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication, plain language, sign language and other supports that facilitate effective communication.



- **Persons With Diverse Abilities** – Recognizing that individual’s abilities are varied and can consist of a range of abilities, disabilities or requirements that encompass a broad spectrum including physical, cognitive, sensory and neuro diverse abilities. Within this term can include, but is not limited to, those individuals that identify as having a disability, as a disabled person, or as a person with an accommodation.
- **Disability** – the term disability includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.
- **Performance Management** - means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.
- **Redeployment** - means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated

Training

The YMCA provides training to employees and volunteers on Ontario’s accessibility laws, aligning with the Accessibility Standard for Customer Service, which came into effect January 1, 2012 in conjunction with the Integrated Accessibility Regulations, and now include the Information and Communication Standard, Employment Standard, Transportation Standard and the Human Rights Code as it relates to individuals with diverse abilities. Training will be provided in a way that best suits the duties of employees, and will cover:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- A review of the requirements of the Accessibility Standard for Customer Service, Ontario Regulation 429/07
- Instructions on how to interact and communicate with people with various diverse abilities; use of assistive devices, guide dogs, service animals and service dogs; support persons; assisting those living with diverse abilities; and the policies covered in this document
- The Human Rights Code as it pertains to persons with Disabilities
- Ongoing instructions in connection with changes to the policies, practices and procedures governing the provision of goods, facilities or services to persons with disabilities
- Employees and volunteers and other persons via e-learning or paper version if required

Records will be kept of the training provided by the People Team.

Kiosks

Our YMCA does not typically have kiosks in our facilities; however, we will ensure accessibility considerations are part of any future decision to purchase kiosks.



Standards

Information & Communications

The YMCA is committed to meeting the communication needs of individuals with diverse abilities, in a timely manner. Accessible Formats & Communication Supports for Public Information when asked, for information about our goods, services and facilities. In addition to publicly-available information about our YMCA's emergency and safety procedures, will be provided in an accessible format or with communication supports. YMCAs employees will consult with the person making the request to determine the most suitable accessible format or communication support. The YMCAs will communicate that any feedback processes are accessible to individuals with diverse abilities upon request.

The YMCA's website content is compliant with the IASR regulations WCAG 2.0, level AA.

Employment

The YMCA is committed to fair and accessible employment practices throughout the employment life-cycle, beginning with the hiring process, and including performance management, termination and redeployment processes. At the time of hire, employees will be notified of the policies and procedures used to support staff persons with diverse abilities. All policies, procedures, and forms used for the provision of job accommodation can be found in the YMCAs Well-being practices around health and safety policies (Bundle #1).

We will take the following steps to notify the public and employees that, when requested, the YMCA will accommodate individuals with diverse abilities during the recruitment (i.e., advertisements state that accommodations will be made upon request), assessment processes, and when people are hired.

All job applicants will be notified by way of the job posting and the YMCA of Three Rivers' webpage, that accommodations are available throughout the recruitment process, beginning with the application process and through to the provision of a job offer.

When applicants are selected to participate in the interview and assessment process, they will be notified that accommodations are available upon request. The hiring leader will consult with the candidate to determine the appropriate accommodation that takes into account the needs and dignity of the individual. When an offer of employment is made, the YMCA will notify the successful candidate of its policies and procedures on accommodating employees with diverse abilities.



Design of Public Spaces

The YMCA will meet the requirements of the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which include:

- Outdoor play spaces
- Outdoor paths of travel like ramps, stairs, etc.
- Accessible on-street and off-street parking
- Outdoor public eating spaces
- Service-related elements such as a reception counter and waiting area

In the event of a disruption to accessible parts of our public spaces, the public will be notified and alternatives will be provided.

Accountabilities

The YMCA will:

- Ensure all leaders and employees are aware of the Accessibility for Persons with Disabilities Policies and their applications
- Hold all leaders and employees accountable to their responsibilities in related program elements and obligations
- Consider accessibility of those with disabilities, disabled people and those living with diverse abilities, as part of the regular development and ongoing review of existing policies and practices
- Amend existing policies as needed to comply with the Accessibility Standards once relevant regulation is developed and proclaimed as law in Ontario

Leaders will:

- Ensure that their program area(s) facilitate the use by individuals with diverse abilities, including their personal assistive devices, service animals, allowing access for their support person, as outlined below when accessing the programs and moving through the building
- Arrange training in accessibility standards for front line employees and program volunteers interfacing with members or customers
- Ensure notice of temporary disruption is provided, as outlined in the policy
- Respond to feedback including any accessibility related concerns, as outlined in the policy
- Inform employees and volunteers of their obligations and accountabilities to adhere to the requirements of Accessibility Standards, as they apply in their respective areas
- Ensure employees are responding to requests for accommodation in a timely manner



- Ensure all complaints, or identified risks about accessibility are dealt with in a timely manner

All employees, including program volunteers, will:

- Participate in training related to Accessibility Standards for Customer Service
- Support the implementation of Accessibility Standards by providing service in a manner that respects dignity and independence of individuals with diverse abilities, including permitting the use of assistive devices, service animals and support persons, as outlined below. Suggested practices and tips for providing customer service for individuals with diverse abilities are available by contacting the program leader.
- Forward any feedback from members or customers regarding accessibility to their immediate leader to address.

The People Team will:

- Identify training needs association-wide
- Ensure that mechanisms are put into place to support leaders implementing Accessibility Standards for Customer Service or responding to accessibility-related concerns
- Ensure that AODA reporting requirements are completed and submitted to the Ontario Government
- Ensure that YMCA's policies practices and procedures related to AODA are available to any person upon request
- Ensure that communications with individuals with diverse abilities, are done in a manner that takes into account their individual circumstances

Review

This policy will be reviewed regularly to ensure that it's reflective of current practices as well as legislative requirements.

This policy has been developed to break down barriers and increase accessibility for those with disabilities, disabled people or those living with diverse abilities. For questions regarding this policy or for an accessible format of this policy, please contact:

YMCA of Three Rivers People Team
250 Hespeler Road Cambridge, Ontario, N1R 3H3
Email: ytrpeopleteam@ytr.ymca.ca
Tel: 1-833-259-9622



Accessibility and Customer Service Policy

Customer Service Policy Statement: Providing Goods and Services to Individuals with Accessibility Needs

Our mission

[Our purpose as a charity](#) is to make our diverse communities healthier and more vibrant. With dignity and respect, our programs and services inspire individuals to reach their full potential.

Our commitment

In fulfilling our mission, the YMCA of Three Rivers strives at all times to provide its goods and services in a way that respects the dignity and independence of individuals with diverse abilities. We are also committed to giving individuals with diverse abilities 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 customers.

Providing goods and services to people with disabilities

The YMCA is committed to excellence in serving all customers, including individuals with diverse abilities, and we will carry out our functions and responsibilities in the following areas:

Communication

- We will communicate with individuals with diverse abilities, in ways that take into account their abilities.
- We will train employees who communicate with customers on how to interact and communicate with people with various types of accessibility needs.

Telephone services

- We are committed to providing fully accessible telephone service to our customers. We will train employees to communicate with customers over the telephone in clear and plain language, and to speak clearly and slowly.
- We will offer to communicate with customers by e-mail or regular mail services if telephone communication is not suitable to their communication needs or is not available.



Assistive devices

An assistive device is any device that helps a person with diverse abilities do everyday tasks and activities.

Assistive devices include digital audio players, hearing aid, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices.

Please note that Bell has a Relay Service from any phone for free at (1-800-855-0511).

- We are committed to serving individuals with diverse abilities who use assistive devices to obtain, use or benefit from our goods and services. Possible barriers to the use of assistive devices will be removed where they can. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with diverse abilities while accessing our goods or services.
- We will also ensure that employees and volunteers understand how to use the following assistive devices available on our premises for customers: wheelchair, elevator, chair lift.

Billing

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.
- We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Use of service animals and support persons

We are committed to welcoming individuals with diverse abilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties, except where animals are excluded by law. Where an animal is excluded by law from the premises, or may affect the health and safety of other customers, other measures will be explored in order to provide service to the individual with diverse abilities.

We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with individuals with diverse abilities who are accompanied by a service animal.

We are committed to welcoming individuals with diverse abilities who are accompanied by a support person. Any person with diverse abilities who is accompanied by a support person will



be allowed to enter the YMCA's premises with their support person. At no time will a person with diverse abilities who is accompanied by a support person be prevented from having access to their support person while on our premises.

In most cases, program fees shall be waived for the support person, provided that they remain beside the person they are supporting when accessing and using a program or service, and while moving through the building or on YMCA property. However, where a YMCA program or registration fee is charged and a portion of revenues are payable to a third party, or where a fee includes or covers such costs as food or accommodation, the support person may be required to cover these costs. If any amount is payable by the support person, the YMCA shall ensure that notice is given in advance about the amount, if any, that is payable in respect to the support person.

The YMCA may require a person with diverse abilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the individual or the health and safety of others on the premises.

Notice of temporary disruption

The YMCA is committed to informing interest holders of any temporary disruption of service at any of its program sites. A temporary disruption means a short-term planned or unplanned disruption to facilities or services. Potential temporary disruptions may include evacuations or relocation due to fire, flood or mechanical failures, power outage, elevator out of service, or programs moved or cancelled.

We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by those with disabilities, disabled people or those living with diverse abilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice may be given by posting the information on the premises, on the YMCAs website, voicemail messaging or by any other reasonable manner. Before visiting a YMCA program site, people are also encouraged to call the YMCA program site to find out if there is a disruption of program or service, and what if any alternative options exist.

Training for employees

The YMCA will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.



All employees will receive training regarding the YMCA of Three River's AODA policies and practices within 3 weeks of their date of hire. As new training requirements are made mandatory, these will be included and employees will be fully trained by the prescribed deadline.

Customer Service Training:

- AODA Customer Service Standard Legislation and the requirements of the Customer Service standard
- Interacting and communicating with individuals with disabilities, disabled people and those living with diverse abilities
- How to interact with people who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with diverse abilities is having difficulty in accessing the YMCA of Three River's services and communicate with people with various types of diverse abilities
- What to do if a person with diverse abilities is having difficulty in accessing the YMCA's goods and services
- The YMCA's policies, practices and procedures relating to the customer service standard
- How to use equipment or devices available on site that may help with providing services. This includes:
 - Training for Aquatics employees on chair lifts for the pool
 - Understanding service disruptions and feedback

Understanding Human Rights Training – AODA

- Review the Ontario Human Rights Code
- Explain key components of Human Rights in Ontario

Feedback process

The ultimate goal of the YMCA of Three Rivers is to meet and surpass customer expectations while serving customers with diverse abilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback mechanisms provide the YMCA of Three Rivers with opportunities to learn and improve.

A member of the YMCA including a participant, parent, donor, contractor or other members of the public are encouraged to bring forward a complaint or concern, or a compliment, or to make suggestions on ways to improve programs and services and their YMCA experience by contacting the Site Supervisor, Director, Manager or leader of that YMCA location. This may be done verbally at the branch or site locations, by completing a comment card or contacting us at ytrpeopleteam@ymca.ca. Issues regarding accessibility will be addressed with the individual



within 48 hours of submission. The feedback process will be provided upon request to all individuals including those with diverse abilities. Accommodations will be made to provide this feedback mechanism in a format that meets the individual's needs.

Alternatively, and to assist the YMCA, individuals are invited to provide their feedback in writing by email, or by telephone, or by regular post mail to:

YMCA of Three Rivers People Team
250 Hespeler Road Cambridge, Ontario, N1R 3H3
Email: ytrpeopleteam@ytr.ymca.ca
Tel: 1-833-259-9622

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of individuals with diverse abilities. Therefore, no changes will be made to this policy before considering the impact on those with disabilities, disabled people and those living with diverse abilities. Any policy of the YMCA of Three Rivers that does not respect and promote the dignity and independence of those with disabilities, disabled people and those living with diverse abilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with diverse abilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the YMCA of Three Rivers' People Team.

