



# Accessibility Plan and Policies

*YMCA of Three Rivers*

Established: 2012  
Revised: June, 2021

## Accessibility

The YMCA of Three Rivers is committed to diversity and social inclusion 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.

Copies of our Accessible Customer Service Plan are available upon request.

## Our Mission

The YMCA is a charitable organization that strengthens our community by providing opportunities for personal growth and active involvement for all children, adults and families.

## 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 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 customers.

## 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

## Feedback Process

YMCA members — including participants, customers, parents, donors, contractors or other members of the public — are encouraged to bring forward complaints, concerns or compliments, and to make suggestions on ways to improve programs and services and their YMCA experience. Please contact your local YMCA General Managers or a Senior Manager directly.

Alternatively, we encourage you to provide feedback in person, by email, via telephone or by regular mail to:

YMCA of Three Rivers  
Attn: People Team  
250 Hespeler Road  
Cambridge, Ontario, N1R 3H3

Email: [ytrpeopleteam@ytr.ymca.ca](mailto:ytrpeopleteam@ytr.ymca.ca)  
Tel: 519 584 7479 ex.8108

# 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 of Three Rivers achieves, and continues to achieve, the requirements of the IASR.

## Policy Statement

The YMCA of Three Rivers recognizes the dignity and 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 in which everyone can participate.

## Statement of Commitment

The YMCA of Three Rivers (the YMCAs) 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 building and fostering an inclusive environment, and providing services in a way that respects the dignity and independence of people with disabilities. 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 of Three Rivers to develop a multi-year plan. This plan will be reviewed and updated regularly to prevent and remove barriers for people with disabilities.

The 2014-19 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 good, services, facilities, accommodation, employment, buildings, structures and premises are accessible to people with disabilities.

The multi-year accessibility plan outlines, the specific steps the YMCA of Three Rivers is taking to improve opportunities for persons with disabilities and comply with the phased in 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 Association towards the goal of improved accessibility for people with disabilities 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.
- **Disability** – the term disability refers to:
  - any degree of physical disability, infirmity, or malformation that a person is born with or that is caused by bodily injury or illness
  - a condition of mental impairment or a developmental disability
  - a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
  - a mental disorder; or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- **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 of Three Rivers provide training to employees, volunteers and other staff members 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 Information and Communication Standard, Employment Standard, Transportation Standard and the Human Rights Code as it relates to people with disabilities. 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 disabilities; use of assistive devices, guide dogs, service animals and service dogs; support persons; assisting persons with disabilities; 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.

## Kiosks

The YMCA of Three Rivers will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

### **NOTE:**

We do not typically have kiosks in our facilities; however, we will assure employees through communication channels consider accessibility issues if purchasing kiosks.

# Standards

## Information & Communications

The YMCA of Three Rivers is committed to meeting the communication needs of people with disabilities 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 YMCAs emergency and safety procedures, will be provided in an accessible format or with communication supports. YMCAs staff will consult with the person making the request to determine the most suitable accessible format or communication support. Feedback Processes the YMCAs will communicate that any feedback processes are accessible to persons with disabilities upon request.

The YMCA of Three Rivers website content is compliant with the IASR regulations WCAG 2.0, level AA and will be compliant with level AA by January 1, 2021.

## Employment

The YMCA of Three Rivers is committed to fair and accessible employment practices throughout the employment life-cycle, beginning with the hiring process, and including performance management and redeployment processes. At the time of hire, employees will be notified of the policies and procedures used to support staff persons with disabilities. All policies, procedures, and forms used for the provision of job accommodation can be found in the YMCAs Human Resources Policies.

We will take the following steps to notify the public and staff that, when requested, the YMCA of Three Rivers will accommodate people with disabilities during the recruitment (i.e., advertisements state that accommodations will be made for people with disabilities) and 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 supervisor 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 YMCAs will notify the successful candidate of its policies and procedures on accommodating employees with disabilities.

## Accessible Formats & Communication Supports

Upon the request of an employee with a disability, the supervisor will consult with the employee to provide, or arrange for the provision of, accessible formats or communications supports required for the employee to perform their job duties (job descriptions, training manuals, etc.)

Any information generally provided to staff will also be provided with an accessible format or communication support to the employee with a disability, upon request. This includes but is not limited to company emails, memos, policies and health & safety information.

## **Performance Management, Career Development & Redeployment**

The YMCA of Three Rivers will take into account the accessibility needs of employees with disabilities when:

- completing the performance management process
- providing career development (e.g. coaching, training, etc.)
- promoting employees reassigning/redeploying employees

## **Return to Work**

The YMCA of Three Rivers will facilitate 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 illness, injury or disability:

- we will require up to date medical documentation indicating the employee's work limitations and restrictions (if any)
- we will in consultation with the employee, develop a return to work plan with an individualized accommodation plan and
- we will implement an individualized accommodation plan to facilitate the employee's return to work

Human Resources will work with the returning employee and other relevant stakeholders to develop an individual RTW plan to ensure a successful reintegration into the workplace.

## **Workplace Emergency Response Information:**

The YMCA of Three Rivers will provide individualized workplace emergency response plans for employees with a disability, who risk not being able to evacuate safely in the event of an emergency. In a confidential manner, the supervisor will consult with the employee regarding their needs and develop an individualized plan as soon as practical after becoming aware of the need for an accommodation.

If you have a disability, whether permanent or temporary, and may need help during an emergency, please let us know. Your supervisor will then work with you to develop individualized emergency response information that will meet your needs in an emergency situation.

Where the plan identifies that a safety partner or other support person is required, that information only necessary to provide assistance will be provided to the safety partner or support person with the employee's consent.

## Design of Public Spaces

The YMCA of Three Rivers 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 of Three Rivers will:

- Ensure all management and employees are aware of the Accessibility for persons with Disabilities Policies and its applications
- Hold all supervisors, management and employees accountable for their responsibilities in related program elements and obligations
- Consider accessibility of people with disabilities 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

Management and Supervisors will:

- Ensure that their program area(s) facilitate the use by persons with disabilities of 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 staff 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 staff, 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 with disabilities, including permitting the use of assistive devices, service animals and support persons as outlined below. Suggested practices and tips for providing customer service for persons with disabilities are available by contacting the supervisor.
- Forward any feedback from members or customers regarding accessibility to their immediate supervisor or manager for handling.

Human Resources will:

- Identify training needs association wide
- Ensure that mechanisms are put into place to support supervisors 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 of Three Rivers policies practices and procedures related to AODA are available to any person upon request
- Ensure that communications with persons with disabilities 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 persons with disabilities. For questions regarding this policy or for an accessible format of this policy, please contact:

The People Team

Email: [ytrpeopleteam@ytr.ymca.ca](mailto:ytrpeopleteam@ytr.ymca.ca)

Tel: 519 584 7479 x 8108

# RETURN TO WORK/ACCOMMODATION POLICY

## Purpose

The Return to Work (RTW)/Accommodation Policy is designed for employees who have been injured on the job, or who have been off work due to illness or injury and aims to safely return workers to employment at the earliest possible date following an injury or illness. This may be coming back from a medical leave, or it could be a short absence but requires modifications to job duties upon the employee's return. It also applies to any employee who may require accommodations due to disability. This policy applies to all employees, and will be followed whenever appropriate.

## Regulatory References

Integrated Accessibility Standards Regulations (IASR)

## Guidelines

The YMCA of Three Rivers recognizes that our employees are our most important assets. As such, we are committed to providing a safe and healthy workplace. In the event of an accident in the workplace, all employees are expected to report the incident immediately. Should the injury cause the employee to require substantial time away from work, or create a disability that restricts their ability to work, the employee will be expected to return to work as soon as it is safe to do so, under the guidelines of the Return to Work Policy.

In accordance with legislative and association requirements, it is mandatory that all employees participate in the Return to Work (RTW) program if they are returning to work gradually after an absence or there are any accommodations required as indicated by a physician. It is also mandatory that all employees who sustain a work related injury report the incident to their supervisor immediately and an incident report is completed.

For the association to correctly implement the RTW Policy, it is important that employees provide detailed information pertaining to their inability to perform their employment duties with medical documentation, so that work alternatives may be sought out. The supervisor will engage Human Resources and a Functional Abilities Form completed by the attending physician will be required in order to create a return to work plan.

## Employee Responsibilities:

- Establish and maintain contact with their supervisor regarding their injury rehabilitation progress, contact should be made at least once a week
- Obtain and follow all medical advice, and work towards full recovery
- Produce documentation from their health care provider to corroborate that they cannot return to work for an extended period of time, and whether or not a RTW Plan, or accommodation plan could expedite the employee's safe return to work
- Put forth a reasonable effort to return to work safely, as early as possible
- Provide their supervisor with all pertinent information that could aid in the establishment of RTW options including a completed Functional Abilities Form
- Communicate immediately with both their supervisor and health care provider if it becomes apparent the return to work plan is beyond their current capabilities

## **Supervisor Responsibilities:**

- Maintain regular communication with Human Resources on the status of absent employees and the return to work plan
- Maintain and document all contact conducted through the duration of the employees absence
- Request that the employee produce documentation from his/her physician to establish his/her physical and mental abilities and any information on limitations resulting from the injury
- Identify employment opportunities based on the returning employees' abilities /limitations
- Take an active role in the planning and implementation of return to work arrangements for the employee
- Provide the absent employee with information regarding the RTW process, and ensure that they understand the procedures, and their responsibilities
- Ensure accommodations that are significant or permanent in duration must be reflected in the current performance agreement if goals require modifications as a result
- Ensure that individual customized emergency response information is provided to the employee considering any restrictions or disabilities that may require accommodation, share the information with consent of the employee to any employees who may require the information in order to support or be of assistance
- Ensure the emergency response plan is reviewed when the employee changes locations, or any changes are made as a result of accommodation needs, or when the association's emergency response policies are reviewed

## **Human Resources**

- Required support to the supervisor in implementing the RTW process
- Communicate with the employee, supervisor, and attending physician to ensure a complete understanding of the absent employee's abilities, possible job restrictions, the physical job demands required, and a timetable for a return to work
- Assist the supervisor in attempting to find an appropriate job match in the event that an Injured employee cannot return to their pre-injury position
- Ensure that individual accommodation plans will be consulted, as required for career development or advancement opportunities
- Maintain all documentation in a file independent of the employee's employment file and will ensure confidentiality

## **Return to Work Job Offer**

In the event of a permanent disability and when appropriate work for the injured employee is found, and conditional upon the physician giving clearance for work, a written job offer letter will be prepared and provided to the employee. The letter will note the medical clearance, start date, hours, wage, duration and location of the work assignment. The employee will be asked to acknowledge the letter indicating acceptance or refusal of the job offer and returned to Human Resources.

## **Termination of Employer's Obligation**

In the event that an injured employee has been offered re-employment, and the employee has refused the offer, the employer's obligation to re-employ is ended.

# Accessibility and Customer Service Policy

## Customer Service Policy Statement: Providing Goods and Services to People with Disabilities

### Our mission

The YMCA is a charitable organization that strengthens our community by providing opportunities for personal growth and active involvement for all children, adults and families.

### 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 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 customers.

### Providing goods and services to people with disabilities

The YMCA of Three Rivers are committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### Telephone services

- We are committed to providing fully accessible telephone service to our customers. We will train staff 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

Assistive device is any device that helps a person with a disability do everyday tasks and activities.

- We are committed to serving people with disabilities 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 staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

- We will also ensure that staff and volunteers understand how to use the following assistive devices available on our premises for customers: wheelchair, elevator, chair lift.

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).

## **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 people with disabilities 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. Were 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 person with a disability.

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

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the YMCA of Three Rivers 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.

In most cases, program fees shall be waived for the support person, provided that the support person remains beside the person with a disability 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 a disability 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 person with a disability or the health and safety of others on the premises.

## **Notice of temporary disruption**

The YMCA of Three Rivers is committed to informing stakeholders 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 people with disabilities. 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 programs site to find out if there is a disruption of program or service, and what if any alternative options exist.

## **Training for staff**

The YMCA of Three Rivers 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 Rivers 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 various disabilities
- 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 a disability is having difficulty in accessing the YMCA of Three Rivers services and communicate with people with various types of disabilities
- What to do if a person with a disability is having difficulty in accessing the YMCA of Three Rivers goods and services
- The YMCA of Three Rivers 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 staff 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 disabilities. 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 of Three Rivers 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 YMCAs experience by contacting their local General Manager, or Director directly. This may be done verbally at the branch or site locations, by completing a comment card or contacting us at [accessibility@ckw.ymca.ca](mailto:accessibility@ckw.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 individual including those with disabilities. Accommodations will be made to provide this feedback mechanism in a format that meets the individual's needs.

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

YMCA of Three Rivers  
Attn: People Team  
250 Hespeler Road  
Cambridge, Ontario, N1R 3H3

Email: [ytrpeopleteam@ytr.ymca.ca](mailto:ytrpeopleteam@ytr.ymca.ca)  
Tel: 519 584 7479 x 8108

### **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the YMCA of Three Rivers that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. 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, Vice President, Human Resources & Organizational Development of the YMCA of Three Rivers.