



2023-2028 Multi-Year Accessibility Plan

Accessibility Plan and Policies for the YMCA of Owen Sound Grey Bruce

This 2023-2028 Multi-Year Accessibility Plan outlines the policies and actions that the YMCA of Owen Sound Grey Bruce has or will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The YMCA of Owen Sound Grey Bruce is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

In fulfilling our mission, we are committed to giving people with disabilities the same opportunity to access and benefit from our services, employment and volunteer opportunities, in the same place and in a similar way as other customers, employees and volunteers.

All information and communication materials and services provided by the Association shall follow the principles of dignity, independence, integration and equal opportunity.

Accessible Emergency Information

The YMCA of Owen Sound Grey Bruce 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

Since January 1, 2015, the YMCA of Owen Sound Grey Bruce provides training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

The YMCA of Owen Sound Grey Bruce ensures employees are provided with the training needed to meet Ontario's accessible laws throughout the term of their employment:

- New employees and volunteers will receive training upon hire or commencement of volunteer engagement; and



- Training will be provided on an ongoing basis when changes are made to these policies, practices and procedures.

Kiosks

The YMCA of Owen Sound Grey Bruce does not have, nor does it have plans to have, any self-service kiosks.

Information and Communications

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

Options to Receive Feedback: Since January 1, 2015, the YMCA of Owen Sound Grey Bruce has implemented processes to ensure existing feedback processes are accessible to people with disabilities upon request, including by telephone, writing down comments and meeting with people.

Large Print and Translation: Since January 1, 2016, the YMCA of Owen Sound Grey Bruce has implemented processes to ensure that all publicly available information is made accessible in large print or translation upon request.

Website and Content: Since January 1, 2021, the YMCA of Owen Sound Grey Bruce participated in the development of, and implemented, a new website as part of the YMCA Canada web platform that conforms with WCAG 2.0, Level AA.

Employment

The YMCA of Owen Sound Grey Bruce is committed to fair and accessible employment practices. We are committed to identifying, preventing and/or removing accessibility barriers related to employment in an on-going way, and in alignment with legislation, input from employees, service users and the community.

Recruitment and Assessment: Since January 1, 2016, the YMCA of Owen Sound Grey Bruce has implemented processes to notify the public and staff that, when requested, the YMCA of Owen Sound Grey Bruce has implemented processes to accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

Individual Accommodation and Return-To-Work: Since January 1, 2016, the YMCA of Owen Sound Grey Bruce has implemented processes for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.



Performance Management: Since January 1, 2016, the YMCA of Owen Sound Grey Bruce has implemented processes to ensure the accessibility needs of employees with disabilities needs are taken into account within performance management, career development and redeployment processes.

The YMCA of Owen Sound Grey Bruce continues to identify, prevent and/or remove other accessibility barriers in an on-going way, in alignment with legislation and with input from employees, service users and the community.

Design of Public Spaces and Service Disruptions

The YMCA of Owen Sound Grey Bruce 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, it's anticipated duration, and a description of alternative facilities or services, if available.

We meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces as of January 01, 2017. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic area
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest area and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The YMCA of Grey Bruce takes steps to prevent and remove other accessibility barriers identified as soon as our organization is reasonably able to address the matter in a fiscally responsible manner. Such matters may be identified through:

- Through feedback processes
- Internal accessibility audits

Plan Review

Our Multi-Year Accessibility Plan is reviewed at minimum, every five (5) years by management, inclusive of our Chief Executive Officer (CEO), Human Resources and Communications, with final review and approval by the CEO. Review meetings are booked in advance to ensure maximum inclusivity and participation.



For More Information

Our Accessibility Compliance Reports, Multi-Year Plan and Accessibility Policy are available for download from our website at <https://www.ymcaowensound.on.ca/accessibility/>

Should you require this information in an alternate format, including but not limited to hard copy, large print or verbal, please contact us at:

- Phone: 519-376-0484 (ask for Human Resources)
- Email: humanresources@osgb.ymca.ca