



YMCA of Oakville Accessibility Multi Year Plan YMCA of Oakville

This 2014-21 accessibility plan outlines the policies and actions that the **YMCA of Oakville** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The **YMCA of Oakville** 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.

Accessible Emergency Information			
Commitment	Action	Status	Compliance Date
<p>YMCA of Oakville 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.</p>	<p>YMCA staff are trained on our emergency procedures and plans and will accommodate members of the public who require further explanation or alternate formats.</p> <p>Staff with disabilities will consult with HR to establish an individualized emergency response.</p>	<p>Complete/ Ongoing</p>	<p>January 1, 2015</p>
Training			
Commitment	Action	Status	Compliance Date
<p>The YMCA of Oakville will provide 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 will be provided in a way that best suits the duties of employees, volunteers and other staff members.</p>	<p>The YMCA of Oakville currently trains all new staff and volunteers in the AODA customer service standard and Ontario's accessibility laws and Human Rights Code.</p>	<p>Complete/ Ongoing</p>	<p>January 1, 2015</p>

Kiosks			
Commitment	Action	Status	Compliance Date
The YMCA of Oakville will consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.	Future procurement processes will consider the needs of people with disabilities.	Complete/ Ongoing	January 1, 2014
Information and communications			
Commitment	Action	Status	Compliance Date
<p>The YMCA of Oakville 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.</p> <ul style="list-style-type: none"> • The YMCA of Oakville is committed to making all new websites and content on those sites conform to WCAG 2.0, Level A. • The YMCA of Oakville will ensure existing feedback processes are accessible to people with disabilities upon request. • The YMCA of Oakville will make sure that all publicly available information is made accessible upon request. • The YMCA of Oakville will ensure that all websites and content conform to WCAG 2.0, Level AA. 	<p>The YMCA of Oakville will work with our Web Content stakeholders to ensure that new websites and the content will conform to WCAG 2.0, Level A standards.</p> <p>The YMCA of Oakville will consult with our membership and communications department to ensure our feedback processes meet the needs of people with disabilities.</p> <p>The YMCA of Oakville will consult with our membership and communications department to ensure that all publicly available information is made in accessible formats upon request.</p> <p>The YMCA of Oakville will develop a roadmap to ensure compliance.</p>	<p>Complete/ Ongoing</p> <p>Complete/ Ongoing</p> <p>Complete/ Ongoing</p> <p>Complete/ Ongoing</p>	<p>January 1, 2014</p> <p>January 1, 2015</p> <p>January 1, 2016</p> <p>January 1, 2021</p>

Employment

Commitment	Action	Status	Compliance Date
<p>The YMCA of Oakville is committed to fair and accessible employment practices.</p> <ul style="list-style-type: none"> • We will take the following steps to notify the public and staff that, when requested, the YMCA of Oakville will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. • The YMCA of Oakville 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. • We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if the YMCA of Oakville is using performance management, career development and redeployment processes. 	<p>The YMCA of Oakville will ensure that all postings contain a statement that informs the public that the recruitment and assessment process for new hires will accommodate people with disabilities.</p> <p>The YMCA of Oakville will be performing a review and assessment of current return-to-work policies to formalize the process for accommodating employees.</p> <p>The YMCA of Oakville managers will be trained on how to work with individual employees to make accommodations during the performance management process/career development and redeployment process.</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p>	<p>January 1, 2016</p> <p>January 1, 2016</p> <p>January 1, 2017</p>

Revised 2019