



## YMCA of Oakville Accessibility Multi Year Plan

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
<b>YMCA of Oakville</b> 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.	YMCA staff are trained on our emergency procedures and plans. Currently they are not made available to the public. Staff with disabilities will consult with HR to establish an individualized emergency response.	<b>Complete</b>	<b>January 1, 2015</b>

### Training

Commitment	Action	Status	Compliance Date
The <b>YMCA of Oakville</b> 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.	The YMCA of Oakville currently trains all new staff and volunteers in the AODA customer service standard and will update training to include Ontario's accessibility laws and Human Rights Code.	<b>Complete</b>	<b>January 1, 2015</b>

## Kiosks

Commitment	Action	Status	Compliance Date
The <b>YMCA of Oakville</b> 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	January 1, 2014

## Information and communications

Commitment	Action	Status	Compliance Date
<p>The <b>YMCA of Oakville</b> 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"> <li>The <b>YMCA of Oakville</b> is committed to making all new websites and content on those sites conform to WCAG 2.0, Level A.</li> <li>The <b>YMCA of Oakville</b> will ensure existing feedback processes are accessible to people with disabilities upon request.</li> <li>The <b>YMCA of Oakville</b> will make sure that all publicly available information is made accessible upon request.</li> <li>The <b>YMCA of Oakville</b> will ensure that all websites and content conform to WCAG 2.0, Level AA.</li> </ul>	<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>	Complete	January 1, 2014
	<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>	Complete	January 1, 2015
	<p>The YMCA of Oakville will consult with our membership and communications department to ensure that all publically available information is made in accessible formats upon request.</p>	Complete	January 1, 2016
	<p>The YMCA of Oakville will develop a roadmap to ensure compliance.</p>	In development	January 1, 2021

## Employment

Commitment	Action	Status	Compliance Date
<p>The <b>YMCA of Oakville</b> is committed to fair and accessible employment practices.</p> <ul style="list-style-type: none"> <li>We will take the following steps to notify the public and staff that, when requested, the <b>YMCA of Oakville</b> will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.</li> <li>The <b>YMCA of Oakville</b> 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.</li> <li>We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if the <b>YMCA of Oakville</b> is using performance management, career development and redeployment processes.</li> </ul>	<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 will be performing a review and assessment of current performance management, career development and redeployment processes to formalize the procedure for accommodating employees.</p>	<p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>In development</b></p>	<p><b>January 1, 2016</b></p> <p><b>January 1, 2016</b></p> <p><b>January 1, 2017</b></p>

### ***For more information:***

For more information on this accessibility plan and for Accessible formats of this document please contact **Daniel Gonsalves** at:

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