

YSB Multi-Year Accessibility Plan

Accessibility Requirement	Status / Comments	Lead	Due Date	Results
Customer Service Standard				
Establishment of accessibility policies which includes: <ul style="list-style-type: none"> • Instructions on how to interact and communicate with customers with various types of disabilities; • Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; • Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities; • Instructions on what to do if a customer with a disability is having difficulty accessing your services; • Policies, procedures and practices surrounding the legislation. 	Policy approved by board Sept 9, 2011 Circulated to all staff and staff sign off completed by Dec 31.	HR	Jan-12	Complete
Training <ul style="list-style-type: none"> • To be provided to all employees, volunteers & all others who, services or facilities on behalf of the organization; for persons who participate in developing the organization's policies. 	Developed & implement training strategy for all employees, volunteers and student All staff to be trained in Customer service Standards regardless of position. Current training is available on line.	HR	Jan-12	Complete and ongoing
Feedback Process <ul style="list-style-type: none"> • Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible 	Customer Service Policy outlines Feedback process.	Accessibility Coordinator (Director of Quality Assurance)	Jan -12	Complete and ongoing

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formats and communication supports, upon request <ul style="list-style-type: none"> • Notification to the public about the availability of accessible formats and communication supports is required. 				
Accessible Formats and Communication Support <ul style="list-style-type: none"> • Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> ○ In a timely manner that takes into account the person's accessibility needs; ○ At a cost that is no more than the regular cost charged to other persons. • The organization will consult with the person making the request to determine the suitability of an accessible format or communication support 	Customer Service Policy outlines process to request	Programs are responsible for responding to request, Accessibility Coordinator or HR can support as necessary	Jan -12	Complete and ongoing
Accessibility Plan	YSB's Multi-year Accessibility Plan to be posted on YSB Website, monitored and regularly updated.	HR	Jan-14	
Information and Communication Standards				
Training <ul style="list-style-type: none"> • Accessibility for Ontarians with Disabilities Act, 2005; • Accessibility Standards for Customer Service, Ontario Regulation 429/07. 	Customer Service Policy identifies the training. Currently staff, volunteers and others are trained using on-line format. Explore options to update training to include reference to on Human Rights Code as it applies to disabilities and on the Integrated Accessibility Standards (effective 2016)	HR	Jan-12	Complete and ongoing

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	Determine frequency of retraining on Accessibility Policies & processes			
Accessible formats	<p>Explore and have available alternative formats for documents, pamphlets, clinical and other forms that may be used in our work with clients & general public.</p> <p>Ensure that staff are aware of the obligation to provide materials in alternative formats - determine frequency of need to retrain</p>	Programs/ HR	Jan-16	
Accessible websites and web content - NEW	<p>Ensure any new pages/ content on YSB or YSB Foundation websites complies with the requirements</p> <p>Determine requirements for YSPACE - Intranet</p>	Communications IT	Jan-14	
All websites and web content	<p>Communications to ensure that all content on YSB and YSB foundation website meets level A initially and increase to Level AA of the WCAG2.0</p>	Communications IT	Jan-21	
Employment Standards				
<p>Recruitment:</p> <ul style="list-style-type: none"> Notification about available policies and accommodation for applicants with disabilities Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability 	<p>Recruitment policy Feb 1, 2013 revised to include notification of accommodations for applicants.</p> <p>Reasonable Accommodations Policy developed and passed by Board October 2013 includes requirement to develop unique plans tailored to needs of the employee</p>	HR	Jan-16	Policies complete and ongoing

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	<p>Include a notice on job postings & on Website that informs candidates that we are open to discuss individual accommodation needs for submission of an application or participation in an interview.</p>			
<p>Informing employees of supports</p> <ul style="list-style-type: none"> • Inform all employees of policies used to support employees with disabilities • Provide new employees the information • Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability 	<p>Reasonable Accommodations Policy developed and approved by board October 2013.</p> <p>Circulated to staff Nov 2013</p> <p>Update orientation/ package to include information and details on supports available.</p> <p>Include in orientation / On boarding checklist.</p>	HR	Jan-16	Complete and ongoing
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> • Information to perform their job • Information that is generally available to employees in the workplace 	<p>As required employees will be provided information in accessible formats.</p>	Programs/ Communications / HR	Jan-16	Ongoing
<p>Workplace emergency response information</p>	<p>Emergency Response Plan developed and approved by the Board December 2012.</p> <p>Emergency Response plan replaced former Fire Evacuation Policy. The new policy/Plan elaborated on requirements to develop individualized plans for employees with disabilities.</p>	HR	Jan-12	Complete

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Documented Individual Accommodation Plans	<p>Reasonable Accommodation Policy developed and approved by Board October 2013 outlines processes for developing accommodation plans and includes:</p> <ul style="list-style-type: none"> • requirement to consult with employee • developed based on individual needs • process to consult outside expertise • involvement of union as appropriate • confidentiality • undue hardship / denial of requests 	HR	Jan-12	Complete
Return to Work Process	<p>Reasonable Accommodation Policy developed and approved by Board October 2013 outlines commitment & processes to support employees to return to work after being away as result of disability.</p> <p>Review policy & program requirements with manager/coordinators 2014.</p>	HR	Jan-16	Complete and ongoing
Performance Management	<p>Consider the accessibility needs of employees with disabilities in performance management processes.</p> <p>HR will support supervisors to incorporate accessibility needs into performance management process.</p>	Program Supervisor/ HR	Jan-16	
Career Development and Advancement	<p>Employees will be provided with training & development opportunities that take into consideration their disability.</p> <p>Employees will be engaged to understand how best to provide the</p>	Program Supervisors/ HR	Jan-16	

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	training & development opportunities.			
Design of Public Spaces				
<p>Meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:</p> <ul style="list-style-type: none"> • Recreational trails and beach access routes • Outdoor eating areas for public use • Outdoor play spaces (such as playgrounds) • Exterior paths of travel (such as walkways across parks or between buildings) • Accessible on- and off-street parking • Service counters and waiting areas • <i>Maintenance</i> planning 	Ensure that any new construction or redevelopment of YSB properties meets the accessibility requirements outlined in the Accessibility Standards for Built Environment.	Maintenance	Jan-17	
Accessibility Barriers identified by client, general public or employees				
	YSB will review any barrier brought to our attention by an employee, client or member of the public and in consultation with the individual raising the concern will take steps to eliminate the barrier or reduce the impact it has on the individual.	Accessibility Coordinator	Ongoing	

For more information on this accessibility plan please contact Mary Conroy, accessibility coordinator, 613-729-0577 ext. 1225, accessibility@ysb.on.ca.

Accessible formats of this document are available upon request