

Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act

December 2024 -2029

Next review: Nov 2029

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Description of Youth Services Bureau

For more than 60 years, Youth Services Bureau (YSB) has been a community leader in helping youth and their families access services and programs they need to build happy, healthy lives. In that time, we have established ourselves as trusted experts in several key areas: youth mental health, community services, youth justice, youth engagement, and youth employment.

Purpose

The purpose of the Multi-Year Accessibility Plan is to outline YSB strategy to identify, remove and prevent barriers that clients, employees, and members of the public may face when interacting with us. This plan will also address YSB strategy to meet all requirements under the Accessibility for Ontarians with Disabilities Act (AODA)

Past Achievements to Remove and Prevent Barriers

Accessibility is embedded in all our programs and services.

YSB trains every person as soon as practicable after being hired and provides training in respect of any changes to YSB policies.

YSB maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

We continue to develop accessible policies, post them on YSB website, make our documents available in alternative formats and/or with communication support, maintain an accessible process of receiving and responding to feedback, provide accessible formats and communication support to employees and customers.

Statement of commitment

YSB continues in striving to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

YSB is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

This accessibility plan outlines the steps and measures we are taking to meet these requirements, improve opportunities for people with disabilities and provide programs, services, employment and volunteer opportunities adopting the principles of dignity, independence, integration and equal opportunity.

The plan is reviewed and updated at least once every 5 years.

Accessibility Compliance Plan

Part 1 – Customer Service Standard

Part 2 – Information and Communication Standard

Part 3 – Employment standard

Part 4 – Design of Public Spaces

Part 5 – Accessibility Barriers Identified by Client, general public or employees

Part 1 – Customer Service Standard

Accessibility Requirement	Comments/Strategy	Lead	Due Date	Status
Establishment of accessibility policies	<p>Instructions on how to interact and communicate with customers with various types of disabilities;</p> <ul style="list-style-type: none"> • 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. 	People, Culture and Belonging	Jan 2012	Complete
Establishment of Accessibility Plan	<p>Organizations with 50+ employees shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet AODA requirements.</p> <p>YSB must post the plan on their website and provide the plan in an accessible format upon request. Review and update the plan at least every 5 years</p>	People, Culture and Belonging	Jan 2014 Reviewed Jan 2018 Reviewed Dec 2024	Complete and ongoing
Training: Is given to all employees, volunteers, students & all others who provide services or facilities on behalf of YSB and for persons who participate in development of YSB's policies	Developed & implemented training strategy for all employees, volunteers and students. All staff, students and volunteers, regardless of position, are trained in Customer Service Standards.	People, Culture and Belonging	Jan 2012	Complete and ongoing
Feedback Process	<ul style="list-style-type: none"> • Have a process to receive & respond to feedback about the manner in which we provide services, goods or facilities to persons with disabilities; • Must specify actions we will take if complaint is received • Ensure process is accessible to persons with disabilities by providing / arranging for accessible formats & communication supports • Ensure feedback process is readily available to public • Prepare a document describing the feedback process, and on request give copy to any person • Make the public aware that we have this feedback process (requirement is met by posting in offices/website) 	People, Culture and Belonging	Jan 2012 Reviewed Nov 2023	Complete and ongoing
Accessible Formats and Communication Support	<p>Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities:</p> <p>In a timely manner that takes into account the person's accessibility needs;</p> <p>At a cost that is no more than the regular cost charged to other persons.</p> <p>The organization will consult with the person making the request to determine the suitability of an accessible format or communication support</p>	Programs are responsible for responding to requests. People, Culture and Belonging can support as necessary	Jan 2012	Complete and ongoing

Part 2 – Information and Communication Standard

Accessibility Requirement	Comments/Strategy	Lead	Due Date	Status
Training <ul style="list-style-type: none"> • Accessibility for Ontarians with Disabilities Act, 2005; • Integrated Accessibility Standards O. Reg. 191/11: • Human Rights Code as it applies to disabilities 	<p>Customer Service Policy identifies the training. Currently staff, volunteers and others are trained using on-line format.</p> <p>Training provided to all staff, students and volunteers on Human Rights Code as it applies to disabilities and on the Integrated Accessibility Standard Regulations.</p>	People, Culture and Belonging	<p>Jan 2015</p> <p>Jan 2016</p>	<p>Customer service Standard training complete Human</p> <p>Rights training provided to existing staff and any new employees, students or volunteers.</p>
Accessible formats for information and communications.	Explore and have available alternative formats for documents, pamphlets, clinical and other forms that may be used in our work with clients & general public. Ensure that staff are aware of the obligation to provide materials in alternative formats - determine frequency of need to retrain	People, Culture and Belonging/Programs	Jan 2016	Complete and ongoing
Accessible websites and web content	Ensure any new pages/ content on YSB or YSB Foundation websites complies with the requirements Determine requirements for YSPACE - Intranet	Communications/IT	Jan 2014	Complete and ongoing
All websites and web content	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	Communications/IT	Jan 2021	Complete and ongoing

Part 3 – Employment standard

Accessibility Requirement	Comments/Strategy	Lead	Due Date	Status
Recruitment	<p>Notification about available policies and accommodation for applicants with disabilities</p> <p>Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability</p> <p>Recruitment policy revised to include notification of accommodations for applicants. Reasonable Accommodations Policy developed and passed by Board October 2013 includes requirement to develop unique plans tailored to needs of the employee</p>	People, Culture and Belonging	Jan 2016 Reviewed Nov 2023	Complete
Informing employees of supports	<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, Updated November 2016 and June 2023</p>	People, Culture and Belonging	Jan 2016 Reviewed June 2023	Complete and ongoing
Accessible formats and communication support for employees:	<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>	People, Culture and Belonging/ Communication/IT/Programs	Jan 2014	Complete and ongoing
Workplace emergency response information	<p>Emergency Response Plan developed and approved by the Board December 2012.</p> <p>The emergency Response plan replaced the former Fire Evacuation Policy. The new policy/Plan elaborated on requirements to develop individualized plans for employees with disabilities.</p> <p>Policy updated 2016</p>	People, Culture and Belonging	Jan 2012	Complete and ongoing
Documented Individual Accommodation Plans	<p>Reasonable Accommodation Policy developed and approved by Board October 2013 & reviewed November 2016 and June 2023 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 	People, Culture and Belonging	Jan 2016 Reviewed Nov 2016 Reviewed June 2023	Complete
Performance Management	<p>Consider the accessibility needs of employees with disabilities in performance management processes. People, Culture and Belonging to support supervisors to incorporate accessibility needs into the performance management process.</p>	Program/Supervisor/Manager and People, Culture and Belonging	Jan 2016	Complete and Ongoing
Career Development and Advancement	<p>Employees will be provided with training & development opportunities that take into consideration their disability. Employees will be engaged to understand how best to provide the training & development opportunities.</p>	Program/Supervisor/Manager and People, Culture and Belonging	Jan 2016	Complete and Ongoing

Part 4 – Design of Public Spaces

Accessibility Requirement	Comments/Strategy	Lead	Due Date	Status
<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 • Maintenance planning 	<p>Ensure that any new construction or redevelopment of YSB properties meets the accessibility requirements outlined in the Accessibility Standards for Built Environment.</p> <p>Ensure that when designated “accessible” public spaces including accessible parking spaces are under construction/maintenance and unavailable that the public is made aware by posting appropriate notices and providing alternative options to public/ employees.</p>	<p>Programs, Maintenance</p>	<p>Jan 2017</p>	<p>Ongoing</p>

Part 5 – Accessibility Barriers Identified by Client, general public or employees

Accessibility Requirement	Comments/Strategy	Lead	Due Date	Status
Removing Barriers identified	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.	People, Culture and Belonging	Jan 2017	Ongoing

Conclusion:

YSB is committed to the prevention, identification, and removal of accessible barriers. To reach this goal YSB will review its policies and plans on a regular basis to ensure that we are continuing to meet our goals, commitments and legislative requirements. Any feedback with respect to accessibility received during the year will be evaluated. This information will allow us to continually improve our processes. Should at any time, we become aware that a change or amendment is required to our Multi-Year Plan, revision will be made accordingly and be available on our website.

Contact:

For more information on this accessibility plan please contact accessibility@ysb.ca. Accessible formats of this document are available upon request

Our accessibility plan is posted on YSB www.ysb.ca