YSB Multi-Year Accessibility Plan (2018– 2022)

Accessibility Requirement	Comments / Strategy	Lead	Due Date	Status
Customer Service Standard				
Establishment of accessibility policies which includes: • 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. Customer Service Policy revised November 2016 to reflect changes in legislation July 2018 - Developed Service Animal Policy to provide specific direction to staff on how to work with service and support animals. Updated Customer Service Policy and Accessibility Policy to reflect creation of Service Animal Policy.	HR	Jan-12	Complete
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.	HR	Jan-12	Complete and ongoing
Feedback Process – Organizations:	Customer Service Policy outlines feedback process.	Accessibility Coordinator	Jan -12	Complete and ongoing

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Accessibility Requirement	Comments / Strategy	Lead	Due Date	Status
• 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)	Revised Customer Service Policy complies with legislative changes to Integrated Accessibility Standards Policy updated November 2016			

Accessible Formats and Communication Support
• Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities:
  o In a timely manner that takes into account the person's accessibility needs;
  o At a cost that is no more that the regular cost charged to other persons.
	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 Requirement	Comments / Strategy	Lead	Due Date	Status
• The organization will consult with the person making the request to determine the suitability of an accessible format or communication support				
Accessibility Plan	YSB's Multi-year Accessibility Plan to be posted on YSB Website, monitored and regularly updated. Initially posted 2014. Reviewed and updated July 2018	HR	Jan-14	Complete
Information and Communication Standards				
Training • Accessibility for Ontarians with Disabilities Act, 2005; • Integrated Accessibility Standards O. Reg. 191/11: • Human Rights Code as it applies to disabilities	Customer Service Policy identifies the training. Currently staff, volunteers and others are trained using on-line format.	HR	Jan-15	Customer service Standard training complete
	Training provided to all staff, students and volunteers on Human Rights Code as it applies to disabilities and on the Integrated Accessibility Standard Regulations.		Jan-16	Human Rights training provided to existing staff and any new employees, students or volunteers.
Accessible formats for information and communications.	Explore and have available alternative formats for documents, pamphlets, clinical and other forms that may be	Programs/ HR	Jan-16	

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Accessibility Requirement	Comments / Strategy	Lead	Due Date	Status
	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			
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-14	
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-21	
Employment Standards				
Recruitment: • 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	Recruitment policy Feb 1, 2013 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	HR	Jan-16	Policies completed and implemented

Accessibility Requirement	Comments / Strategy	Lead	Due Date	Status
	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.	HR		Completed
Informing employees of supports • 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	Reasonable Accommodations Policy developed and approved by board October 2013, Updated November 2016	HR	Jan-16	Policy completed and implemented
	Update orientation/ package to include information and details on supports available. Include in orientation / On boarding checklist.			Completed
Accessible formats and communication supports for employees: • Information to perform their job • Information that is generally available to employees in the workplace	As required employees will be provided information in accessible formats.	Programs/ Communications / HR	Jan-16	Ongoing
Workplace emergency response information	Emergency Response Plan developed and approved by the Board December 2012.	HR	Jan-12	Complete

Accessibility Requirement	Comments / Strategy	Lead	Due Date	Status
	Emergency Response plan replaced former Fire Evacuation Policy. The new policy/Plan elaborated on requirements to develop individualized plans for employees with disabilities. Policy updated 2016			
Documented Individual Accommodation Plans	Reasonable Accommodation Policy developed and approved by Board October 2013 & reviewed November 2016 outlines processes for developing accommodation plans and includes: • 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-16	Complete
Return to Work Process	Reasonable Accommodation Policy updated and reviewed by the Board November 2016 outlines commitment & processes to support employees to return to work after being away as result of disability.	HR	Jan-16	Complete and ongoing

Accessibility Requirement	Comments / Strategy	Lead	Due Date	Status
Performance Management	Consider the accessibility needs of employees with disabilities in performance management processes. HR to support supervisors to incorporate accessibility needs into performance management process.	Program Supervisor/ HR	Jan-16	Complete and ongoing
Career Development and Advancement	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.	Program Supervisors/ HR	Jan-16	Complete and ongoing
Design of Public Spaces				
Meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including: • 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	Ensure that any new construction or redevelopment of YSB properties meets the accessibility requirements outlined in the Accessibility Standards for Built Environment. Ensure that when designated "accessible" public spaces including accessible parking spaces are under construction/maintenance and unavailable that public is made aware by posting appropriate notices and provide	Maintenance	Jan-17	Ongoing

Accessibility Requirement	Comments / Strategy	Lead	Due Date	Status
	alternative options to public/ employees.			
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, Director of Human Resources at 613-729-0577 x 1225, accessibility@ysb.ca.

Accessible formats of this document are available upon request

July 2018