



## YMCA Northumberland Multi-Year Accessibility Plan: 2021 - 2026

<i>ELEMENT</i>	<i>FREQUENCY</i>	<i>DATE</i>	<i>RESPONSIBILITY</i>
<p><b><i>Accessible Customer Service Policy</i></b></p> <ul style="list-style-type: none"> <li>• Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation including access to public spaces</li> <li>• Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of YMCA Northumberland that may provide assistance to the public. Provide training to all new staff.</li> <li>• Develop and make public a process for receiving and responding to feedback from customers with disabilities.</li> </ul>	<p>Completed/ Ongoing</p>	<p>01/01/12 05/01/21</p>	<p>Human Resources (HR)/Department Manager</p>
<p><i>YMCA Northumberland Action Plan</i></p> <ol style="list-style-type: none"> <li>1. YMCA Northumberland has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the HR department and Senior Team.</li> <li>2. Online training as well as a refresher course have been developed and delivered to all current staff. All new staff are required to participate in and complete an online AODA Customer Service Training* within their first 6 months of employment with the company. Certification/record of completed training is retained by the company's HR Department.</li> <li>3. YMCA Northumberland has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by E-mail, surveys and by written correspondence. Client-facing employees have been informed of and trained on the company's feedback process.</li> <li>4. In support of making public space elements accessible, preventative and emergency maintenance plans are in place and include but are not limited to</li> </ol>			

<p>regular inspections by in-house facility staff and third party businesses (ie KONE Elevator)</p> <p><i>*** Alternative formats of the AODA Customer Service Training are also available upon request, including in-person presentations.</i></p>			
<p><b>Accessibility Policies</b></p> <ul style="list-style-type: none"> <li>• Create and make public a statement of commitment.</li> <li>• Develop and implement company-specific accessibility policies.</li> </ul>	<p>Completed/ Ongoing</p>	<p>01/01/12 05/01/21</p>	<p>Human Resources (HR)/Department Manager</p>
<p><i>YMCA Northumberland Action Plan</i></p> <ol style="list-style-type: none"> <li>1. YMCA Northumberland has created and made public a statement of commitment. The statement of commitment is located on the company's website and within the policy binders/boards at our various locations</li> <li>2. YMCA Northumberland's policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. An additional Accommodation Policy has been created for internal use to communicate how YMCA Northumberland will meet its requirements under the IASR, and to address employee responsibilities and expectations. The Accommodation Policy has been provided to all employees and will be provided to all new hires as part of their orientation package*.</li> </ol> <p><i>*** Alternative formats of the policy will be made available upon request.</i></p>			
<p><b>Multi-Year Accessibility Plan</b></p> <ul style="list-style-type: none"> <li>• Create and make public a multi-year accessibility plan.</li> <li>• Provide the plan in accessible formats upon request.</li> <li>• Review the plan every five (5) years.</li> </ul>	<p>Completed/ Ongoing</p>	<p>11/01/15 01/04/21 03/03/21 11/01/23</p>	<p>HR Department Manager</p>
<p><i>YMCA Northumberland Action Plan</i></p> <ol style="list-style-type: none"> <li>1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements. The Accessibility Plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public.</li> </ol>			

2. Requests for accessible formats of this document will be forwarded to the HR Department Manager who will work with the individual to determine the most suitable format.
3. This plan and Accessibility and Community Inclusion Policy will be amended as required and will be reviewed fully by December 2026 and every five (5) years thereafter.

<b>Training</b>	Completed/ Ongoing	01/01/15	HR Department Manager
<ul style="list-style-type: none"> <li>• Train all employees, and applicable on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).</li> </ul>			

*YMCA Northumberland Action Plan*

1. Training\* for new employees will be delivered via online training modules covering all applicable content as required under the IASR:
  - Integrated Accessibility Standards -Information/Communication and Employment; Customer Service and
  - Understanding Human Rights Training (AODA edition).
2. All new employees will be required to complete the above training as part of their orientation with the company. The HR Manager will be responsible for assigning online/in-person training and tracking for completion\*.
3. Certification/record of completed training will be retained HR Department tracking system\*\*\* *Training will also be made available via alternate formats including in-person presentation, as requested.*

<b>Accessible Websites and Web Content</b>	Completed/ Ongoing	01/01/14 02/15/21	IT Department/ IT Manager
<ul style="list-style-type: none"> <li>• Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.</li> </ul>			

*YMCA Northumberland Action Plan*

<ol style="list-style-type: none"> <li>1. To date, YMCA Northumberland public website and its content meet all requirements under the WCAG 2.0 level A.(see point#2)</li> <li>2. Website is undergoing updating and changes due to it going down in February 2021 and June 2023 and losing a good amount of its content; being supported by <b>Asurtec</b></li> <li>3. YMCA Northumberland IT/Marketing department is aware of WCAG requirements and by working with Asurtec will ensure all new content and/or any substantial refreshes to the site conform to established guidelines.</li> </ol>			
<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>• Upon request, be able to receive and respond to feedback from clients, individuals inquiring about YMCA Northumberland, our employees and members of the public who have a disability.</li> </ul>	Completed	01/01/15	HR/Department Managers/Coordinators/ Supervisors
<p><i>YMCA Northumberland Action Plan</i></p> <ol style="list-style-type: none"> <li>1. A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Currently YMCA Northumberland can facilitate requests via the phone, E-mail, on-line surveys, in person and mail (enlarged text available).</li> <li>2. As feedback may be received by various departments and personnel at YMCA Northumberland including reception and customer service; training on how to receive and respond to accessible feedback requests has been developed and delivered based on the different positions within the company.</li> <li>3. Receiving and responding to feedback will be included in all new hire orientations where the position frequently receives and responds to requests.</li> <li>4. All other employees will be notified as to the internal party to whom they should direct any accessible feedback requests.</li> </ol>			
<p><b>Accessible Formats and Communication Supports</b></p> <ul style="list-style-type: none"> <li>• Upon request, provide accessible formats and communication supports to individuals with disabilities.</li> <li>• Notify the public of the availability of accessible formats and communication supports.</li> </ul>	Ongoing	01/01/16	HR/Department Managers

<ul style="list-style-type: none"> <li>• Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.</li> </ul>			
<p><i>YMCA Northumberland Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Complete an assessment of the ways in which each department provides information to our clients, potential clients and the public (i.e. invoices, sales collateral, customer service, advisory services, etc.).</li> <li>2. Develop guidelines/processes for responding to various requests. Currently, clients and the public may submit a complaint or inquiry through the company Feedback Form.</li> <li>3. Train employees on guidelines/processes and ensure they are aware that requests that cannot be met immediately must be forwarded to the HR Manager who will arrange for a suitable and alternative format/communication support. Training to include typical requests that may be encountered, how the request may be facilitated and will be department specific.</li> <li>4. Make public YMCA Northumberland's ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website.</li> </ol>			
<p><b><i>Workplace Emergency Response Information</i></b></p> <ul style="list-style-type: none"> <li>• Create and implement as needed individualized plans to assist employees with disabilities during an emergency.</li> <li>• Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</li> <li>• Create and provide emergency information formatted in such a way that the employee with the</li> </ul>	<p>Ongoing (based on individual employee needs)</p>	<p>01/01/12 10/01/23 11/01/23</p>	<p>HR/Department Managers</p>

<p>disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</p> <ul style="list-style-type: none"> <li>• Review the individualized plan/information:             <ul style="list-style-type: none"> <li>○ When the employee moves to a different location in the office;</li> <li>○ When the employee's overall accommodation needs and plan are reviewed; and</li> <li>○ When the company reviews its general emergency response policies.</li> </ul> </li> </ul>		
--	--	--

*YMCA Northumberland Action Plan*

1. The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.
2. The process/policy used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.
3. Individualized emergency plans include the requirement that the plan be reviewed:
  - If the employee moves to another location within the Association that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);
  - On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and
  - When the company amends its emergency response and/or evacuation procedures. **\*\*\*YMCA Northumberland is currently (October/November 2023) reviewing the emergency response and evacuation procedures for**

the entire Association noting specific emergency situations, colour code system and related plans that need to be considered

***Documented Individual Accommodation Plans***

- Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.

Ongoing

01/01/17

HR/Department Managers

*YMCA Northumberland Action Plan*

1. YMCA Northumberland will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan will include the following elements:
  - The manner in which an employee requesting accommodation can participate in the development of the accommodation plan;
    - YMCA Northumberland will endeavour to ensure the employee is able to actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee prior to the development of the plan.
  - The means by which the employee is assessed on an individual basis.
  - The manner in which YMCA Northumberland can request the participation of a representative from the company in the development of the accommodation plan.
  - The steps that will be taken to protect the privacy of the employee's personal information;
    - The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan template will include a section identifying the individuals that will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.
  - The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  - An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee;
    - Employees will be informed of the factors that will be taken into consideration by the company when a request for accommodation is received as well as employer and employee expectations and responsibilities.
  - The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability;

- Accommodation plan documents will be made available in accessible formats.
- The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the employee.
- The accommodation plan will also include an emergency response/evacuation plan if required by the employee.
- The accommodation plan will be created to include a section outlining additional accommodations that are required.

<p><b><i>Recruitment, Assessment and Selection</i></b></p> <ul style="list-style-type: none"> <li>• Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</li> <li>• During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by YMCA Northumberland.</li> <li>• Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs.</li> <li>• Notify successful applicants of the company's policies for accommodating employees with disabilities.</li> </ul>	Ongoing	01/01/16	HR/Department Managers
---	---------	----------	------------------------

*YMCA Northumberland Action Plan*

1. YMCA Northumberland has an accessibility statement posted on our internal and external employment opportunities notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts.
2. Successful applicants will be informed of the availability of accommodations relating to YMCA Northumberland's selection/assessment processes upon initial contact from the hiring manager or HR Manager;



- All assessment methods utilized by the company will be reviewed and alternates developed to facilitate accessibility requests;
  - When updating or amending assessment/selection methods, an assessment will be conducted to identify potential barriers and alternative/accessible formats will be developed; and
  - Any accommodation request pertaining to the company's selection/assessment methods that cannot be met with current alternate formats will be forwarded to the HR Coordinator who will work with the individual to develop an acceptable alternative.
3. Our internal Accommodation Policy will be provided to all new hires as part of their orientation package. This policy includes all of the means by which YMCA Northumberland will support employees with disabilities; also included are emergency planning/responses(as needed), accessible formats and communication supports, and the availability of career development. Alternative formats of the policy will be made available upon request.

<p><b><i>Accessible Formats and Communication Supports for Employees</i></b></p> <ul style="list-style-type: none"> <li>• Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:                     <ul style="list-style-type: none"> <li>○ Information that is needed in order to perform the employee's job; and</li> <li>○ Information that is generally available to employees in the workplace.</li> </ul> </li> <li>• Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format /communication support.</li> </ul>	Ongoing	01/01/15	HR/Department Managers
--	---------	----------	------------------------

***YMCA Northumberland Action Plan***

1. The availability of accessible formats and communication supports has been communicated to all employees through the company's internal Accommodation Policy. All future employees will be made aware of their availability through the same policy which is provided with the new hire orientation package. YMCA Northumberland has completed a review of information that is provided to employees and the manner in which it is provided. Information that is needed to

<p>perform an employee's job is generally provided via one-on-one or group training sessions whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Prior to providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports will be requested to notify the HR Department so that alternate arrangements may be made.</p> <p>2. Upon receiving a request, the HR Department will work with the employee and any individuals responsible for providing the information (for example the employee's manager, supervisor or team lead) to deliver a suitable accessible format or communication support. Prior to involving the employee's supervisor, manager or team lead, consent will be obtained from the employee.</p>			
<p><b>Information for Employees</b></p> <ul style="list-style-type: none"> <li>• Communicate the company's policy on accommodating employees with disabilities to all staff members.</li> <li>• Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.</li> </ul>	Ongoing	01/01/16	HR Department Manager
<p><i>YMCA Northumberland Action Plan</i></p> <ol style="list-style-type: none"> <li>1. YMCA Northumberland Accommodation Policy has been developed. The policy will be posted on the company's health and safety bulletin boards and/or in each facility policy binders.</li> <li>2. Provide all new hires with the Accommodation Policy in their new hire package. The policy addresses all of the means by which YMCA Northumberland will support employees with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and job change processes.</li> <li>3. Ensure that all employees are informed of changes to the Accommodation Policy as they occur. Changes will be communicated via E-mail and/or group information sessions. Delivery of information will adhere to YMCA Northumberland's Accessible Information and Communication Supports Policy.</li> </ol>			
<p><b>Accommodation and Return to Work Plan for Employees</b></p> <ul style="list-style-type: none"> <li>• Create a process to develop accommodation/return to work plans for employees who have been absent due to a disability and who require disability-related</li> </ul>	Ongoing	11/15/15	HR Department Manager

accommodations in order to return to work.			
<p><i>YMCA Northumberland Action Plan</i></p> <p>1. Develop an accommodation/return to work plan that addresses all applicable requirements. Use of this plan will ensure that all accommodation and RTW plans are properly recorded and retained on file. For consistency, the accommodation plan will be used in conjunction with RTW processes.</p>			
<p><b><i>Accessible Performance Management, Employment/Career Development and Job Changes</i></b></p> <ul style="list-style-type: none"> <li>Ensure the organization's performance management and employment/career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</li> </ul>	Ongoing	01/01/16	HR Department Manager
<p><i>YMCA Northumberland Action Plan</i></p> <p>1. Evaluate YMCA Northumberland current performance management and employment/career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible. The Accommodation Policy will identify/outline accessible performance management and employment/career progression to ensure consistent and clear communication to all employees.</p>			
<p><b><i>Reassignment</i></b></p> <ul style="list-style-type: none"> <li>Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.</li> </ul>	Ongoing (based on individual employee needs)	12/31/20	HR Department Manager

*YMCA Northumberland Action Plan*

1. As part of the reassignment process, YMCA will incorporate the accessibility needs and accommodation plans of any employee that is being reassigned to an alternate position and/or department. The HR Department will oversee the reassignment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.