

Accessibility Standards Multi-Year Plan

Accessibilities for Ontarians with Disabilities Act (AODA), 2005 – Ontario Regulation 191/11, Integrated Accessibility Standards

Part I: IASR General Requirements

| Component | Compliance | Requirement | Status | Action (s) |
|--|-----------------|---|----------------|--|
| Establishment of Accessibility Policies | January 1, 2014 | Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the Integrated Accessibility Standards Regulation (IASR). | Complete | YWCA Hamilton has completed and posted the Accessibility Standards Policy on our website and the internal employee portal. |
| Accessibility Plans | January 1, 2014 | Private and not-for-profit organizations with 50+ employees shall, create policies and a multi-year accessibility plan to help you achieve your accessibility goals that tell your employees and customers about your policies. Post the multi-year plan on your website in an accessible format. | Complete | YWCA Hamilton will post the Multi-Year on the website and has established a review cycle. |
| Self-Serve Kiosks | January 1, 2014 | Every obligated organization shall consider accessibility when designing, procuring or acquiring Self-serve kiosks. | Not applicable | YWCA Hamilton does not have self-serve kiosks. YWCA Hamilton will consider accessibility features when designing, procuring or acquiring self-service kiosks. Steps will be taken to make them accessible to people with disabilities. |

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| Training | January 1, 2015 | Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. | Complete | Training has been provided to employees, students and volunteers (Including Board Members) on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. YWCA Hamilton is committed to providing refresher training to our employees, students and volunteers on an annual basis. Training is mandatory and available on the employee portal. A mechanism for tracking this training has been established. |
| File an Accessibility Compliance Report | By December 31, 2014 | Every obligated organization shall file an Accessibility Compliance Report by December 31, 2014. | Complete | This was filed on September 19 th , 2014. |
| Update Multi-Year Accessibility Plan | By December 31, 2016 | Every obligated organization shall review the Multi-Year Plan at least every 5-years. | Complete | The plan was updated on December 21, 2016. |
| File an Accessibility Compliance Report | By December 31, 2017 | Every obligated organization shall file an Accessibility Compliance Report by December 31, 2017. | Complete | This was filed on |
| File an Accessibility Compliance Report | By December 31, 2020 | Every obligated organization shall file an Accessibility Compliance Report by December 31, 2020. | Deadline extended to June 30, 2021 | YWCA Hamilton will complete this before the deadline of December 31, 2020. |
| File an Accessibility Compliance Report | By December 31, 2023 | Every obligated organization shall file an Accessibility Compliance Report by December 31, 2023. | Pending | YWCA Hamilton will complete this before the deadline of December 31, 2023. |

PART II – Information and Communications Standards

| Component | Compliance | Requirement | Status | Action (s) |
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| Feedback | January 1, 2015 | Every obligated organization shall have processes for receiving and responding to feedback and ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request. | Complete | Under the Customer Service Standard a feedback process was established for receiving and responding to feedback specifically about the manner in which YWCA Hamilton provides accessible goods and services to people with disabilities. YWCA Hamilton’s website solicits feedback on its products and services. Customers can provide feedback in a variety ways: email, phone, mail, in person. |
| Accessible Formats and Communication Supports | January 1, 2016 | Every obligated organization shall provide information about goods and services or facilities. | Complete | YWCA Hamilton’s documents and/or information are in an electronic format which will facilitate the conversion into more accessible formats. YWCA Hamilton shall upon request provide or arrange for the provision of accessible formats for persons with disabilities. The cost to provide this service shall not be incurred by the customer. The customer will be consulted to determine the suitability of an accessible format. |

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| Posting Requirements | January 1, 2016 | Every obligated organization shall notify the public about accessible formats & communication supports. | Complete | YWCA Hamilton notifies the public about the availability of accessible formats and communication supports via our policy on the website. |
| Emergency Procedures / Plan or Public Safety Information | January 1, 2016 | Every obligated organization that prepares emergency procedures, plans or public safety information and makes the information available to the public, the organization shall provide the information in an accessible format or with appropriate communication supports as soon as is practicable, upon request. | Complete | YWCA Hamilton posts emergency fire plan information in our facilities. Upon request, we will provide this information in an accessible format or with appropriate communication support. |
| Accessible Websites & Web Content | January 1, 2014 to January 1, 2021 | Every obligated organization shall make any new websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. | Complete | YWCA Hamilton's website and content conform to the WCAG 2.0 Level A. |

PART III – Employment Standard

| Component | Compliance | Requirement | Status | Action (s) |
|--|-----------------|---|----------|--|
| Recruitment, Assessment and Selection | January 1, 2016 | Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. | Complete | A statement identifying the availability of accommodation(s) for applicants in the recruitment process has been updated on the job posting. In addition to notifying applicants, we will put in place a process to develop individual accommodation plans for employees. Where needed, customized emergency information will be established to help an employee with a disability during an emergency. |
| Notice to Successful Applicants | January 1, 2016 | Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities | Complete | YWCA Hamilton verbally notifies successful applicants regarding its policies for accommodating employees with disabilities when making offers of employment. |
| Informing Employees of Supports | January 1, 2016 | Every employer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies, on the provision of job accommodations that take into account an employee's accessibility needs due to disability. | Complete | All employees are informed of our policies pertaining to job accommodations. |

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| Accessible formats and communication supports for employees | January 1, 2016 | Where an employee with a disability so requests it, every employer shall provide in accessible format information needed to perform the job and information, which is generally available to employees in the workplace. | Complete | YWCA Hamilton, upon request, consults with employees with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan. |
| Workplace emergency response information | January 1, 2012 | Every employer shall provide individualized workplace emergency response information; prepare for the specific needs employees with disabilities may have in emergency situations. | Complete | Upon request, YWCA Hamilton creates individualized workplace Emergency Response Plan for employees who have a disability and require accommodation(s) and supports to evacuate their workplace in an emergency. With the employee's consent, the employees in their workplace will be provided with the necessary information to assist the employee with the disability. |
| Documented Individual Accommodation Plans | January 1, 2016 | Every employer shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. | Complete | YWCA Hamilton has individual accommodation plans for any employee for which they have been made aware has a disability. The employee will be included in the development of the plan. The plan will be reviewed when there is a change in the employee's disability or job. |

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| Return to Work Process | January 1, 2016 | Every employer shall develop and have in place a Return to Work Process for employees who have been absent from work due to a disability and require disability related accommodations to return to work. | Complete | YWCA Hamilton provides a return to work plan for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process is documented. |
| Redeployment | January 1, 2016 | An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities. | Ongoing | YWCA Hamilton takes into consideration employees with disabilities, as well as individual accommodation plans during the deployment process. |
| Performance Management | January 1, 2016 | Every employer shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities. | Complete | Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. YWCA Hamilton considers the accessibility needs of employees with disabilities during the performance management process. |

PART IIII – Design of Public Spaces Standard

| Component | Compliance | Requirement | Status | Action (s) |
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| Design of Public Spaces | January 1, 2017 | Every obligated organization shall make new or redeveloped spaces accessible. | Complete | YWCA Hamilton has included in renovation and redevelopment planning a review of AODA requirements to ensure public spaces are in compliance to make it easier and safer for people with disabilities to move through and use our environments. This includes but is not limited to outdoor public eating areas, outdoor play spaces, service counters and waiting areas. |

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| Document Title: Accessibility Standards Multi-Year Plan | | | |
| Previous Revision Date: December 31, 2013, December 21, 2016, March 12, 2021 | Revision Date: May 20, 2021 | Approval Date: May 20, 2021 | Approved By: Denise Christopherson, CEO |

If you have any questions, or have feedback related to YWCA Hamilton’s Multi-Year Accessibility Plan, please email us at feedback@ywcahamilton.org