



YMCA of
Timmins

Multi-Year Accessibility Plan

December 2013

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Building healthy
communities



Multi-Year Accessibility Plan

Accessibility Plan and Policies for the YMCA of Timmins

This 2014-2021 accessibility plan outlines the policies and actions that the YMCA of Timmins will put in place to improve opportunities for people with disabilities.

Statement of Commitment

YMCA of Timmins is a business that is committed to ensuring we are accessible to everyone. People should be able to access, take part in, and enjoy our services regardless of a disability. In order to achieve this goal, YMCA of Timmins will do its best to:

- Remove barriers (within reason);
- Deal with accessibility related suggestions quickly and properly; and
- Make sure that our policies, practices, and procedures support the values of dignity, independence, integration, and equal opportunity.

Accessible Emergency Information

The YMCA of Timmins is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training – (Completed January 2014 and Ongoing)

The YMCA of Timmins will provide training to employees, students on placement, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The YMCA of Timmins will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws

- ② All staff is required to complete the AODA training found at <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version> upon hire and review it annually. All updates will be discussed / reviewed at small group meetings or all staff meetings and signed off on.



Information & Communications

The YMCA of Timmins is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The YMCA of Timmins will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request - **JANUARY 1, 2015** (Completed January 2014 and Ongoing)

Feedback regarding goods and services provided to people with disabilities can be made by: e-mail, verbally, and hard copy.

All feedback will be directed to the Regional Manager. Customers can expect a response within 5 business days.

Complaints will be addressed according to the procedures already established within our company policies.

The YMCA of Timmins will take the following steps to ensure all publicly available information is made accessible upon request - **JANUARY 1, 2016** (Completed January 2014 and Ongoing)

Print material in different formats to easily manipulate based on the needs

All materials will quote "This document/material is available in an alternative format on request"

Employment – January 2016 (Completed January 2014 and Ongoing)

The YMCA of Timmins is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested the YMCA of Timmins will accommodate people with disabilities during the recruitment and assessment process and when people are hired.

All job advertisements will include the bullet "Recruitment related accommodations for disabilities will be provided upon request"



The YMCA of Timmins will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability:

Meet with the individuals to discuss accommodation needs and create a plan together that will satisfy individual needs as well as the YMCA of Timmins.

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account during the performance management, career development and redeployment process:

Accommodations will be made on an individual bases, based on the employees needs/ job requirements

The YMCA of Timmins will take the following steps to prevent and remove other accessibility barriers identified:

Preventative – Initiate conversations with our employees and members/customers to ensure that accessibility needs are being met.

Assess the barrier(s) once identified; determine the impact it has to our members and employees; determine a reasonable timeline to remove the barrier and communicate it to our employees and members (especially those affected by it)

Any child with a special need for assistance will have an Individual Support Plan created as stated in the Child Care and Early Years Act.

Built Environment – January 1, 2017

The YMCA of Timmins will take the following steps to ensure the parking lot and building access is accessible to all without difficulty:

Meet with the City of Timmins to discuss the accessibility issues when presented.

Set a plan to redesign and create more accessible parking and pathways.

** The YMCA of Timmins understands that this is an ongoing issue; we are working with our partners to make our building have better accessibility.



For more information

For more information on this accessibility plan, please contact the Manager of Child Care and Community Initiatives at:

705-360-4381

info.timminsy@timmins.ymca.ca

Accessible formats of this document are available upon request.