



Multi-Year Accessibility Plan

Accessibility Plan and Policies for **YMCA of Kingston**

This 2014-21 accessibility plan outlines the policies and actions that **YMCA of Kingston** will put in place to improve opportunities for people with disabilities.

Statement of Commitment

YMCA of Kingston is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act..

Accessible Emergency Information

YMCA of Kingston 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

YMCA of Kingston will provide training to employees, 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.

YMCA of Kingston will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- All staff are trained in Accessible Customer Service
- All staff who require adapted emergency procedures will be accommodated

Information and communications

YMCA of Kingston 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.

YMCA of Kingston will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Comment cards throughout the building

- Emails of senior staff provided at the MAS desk and on the website
- TTY services can be used by customers

YMCA of Kingston will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Email addresses are available on the website.

YMCA of Kingston will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Will update our website with the new platform being provided by YMCA Canada

Employment

YMCA of Kingston is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, **YMCA of Kingston** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

YMCA of Kingston will 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:

We will ensure the accessibility needs of employees with disabilities needs are taken into account if **YMCA of Kingston** is using performance management, career development and redeployment processes:

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

- Fully accessible change rooms and entrances
- Pool ramps
- Elevators

For more information

For more information on this accessibility plan or accessible formats of this document please contact **Mary Kloosterman** at:

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