



## **YES Providing Services for People with Disability Policy (II)**

### **Accessibility Policies and Multi-Year Accessibility Plan**

Approved by the Board of Directors, February 24, 2014.

Compliant with: *The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and meets the requirements of the *Accessibility Standards for Customer Service*. YES is obligated to comply with the OADA Integrated Accessibility Standards by January 1, 2014.

### **The Accessibility for Ontarians with Disabilities Act, 2005 calls on us to make Ontario accessible by breaking down barriers.**

Accessibility standards are the rules that businesses and organizations in Ontario will have to follow to identify, remove and prevent barriers to accessibility.

Ontario is developing standards in many important areas of life:

1. customer service
2. employment
3. information and communications
4. public transportation
5. built environment (buildings and other structures)

This 2014-2021 accessibility plan outlines the policies and actions that Youth Employment Services YES will put in place to improve opportunities for people with disabilities

### **Statement of Commitment**

Youth Employment Services YES 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 Ontarian with Disabilities Act.



## **Accessible Emergency Information**

Youth Employment Services YES is committed to providing the clients, volunteers and service providers 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**

Youth Employment Services YES 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 the employees, volunteers and other staff members.

YES will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by January 1, 2015.

1. identify staff to be trained based on duties and specific needs of those duties
2. provide training in various formats to best meet organizational needs
3. training should be provided on an ongoing basis, and when new employees are hired
4. maintain a record of when and who received the training

## **Information and Communications**

Youth Employment Services YES is committed to meeting the communications needs of people with disabilities. We will consult with people with disabilities to determine their information and communications needs.

YES will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A effective January 1, 2014:

1. Any new website created, or material enhancements or planned refreshments will be completed and conform with WCAG 2.0 Level A guidelines.
2. All material posted our website after January 1, 2014, will conform with WCAG 2.0 Level A guidelines.



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

1. In conjunction with WCAG 2.0 Level A requirements above, YES will strive to immediately move to Level AA conformity where reasonably achievable for all new content posted to our website after January 1, 2014

YES will take the following steps to ensure existing feedback processes are accessible to people with disabilities, upon request by January 1, 2015:

1. ensure the organization possesses the ability to receive and respond in different formats such as letter, email, telephone; and to make those formats accessible
2. develop internal templates and procedures to facilitate responses
3. respond to those who ask for information in an accessible format promptly

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

1. review existing methods and how information is communicated to the public to ensure there are no barriers for people with disabilities
2. review the format of the material to ensure accessibility
3. determine the need for new and/or alternative formats to ensure accessibility and that the organization has the capability to make information available for those who request it in an accessible format to meet individual needs
4. develop internal protocols to ensure promptness and convey sense of urgency to meet requests
5. provide notice to the public of this capability – include note on website and at each location informing public of accessibility availability

## **Employment**

Youth Employment Services YES is committed to fair and accessible employment practices.



We will take the following steps to notify the public and staff that, when requested, YES will accommodate people with disabilities during the recruitment and assessment process and when people are hired by January 1, 2016:

1. append all Job Postings with appropriate notification that accommodation will be arranged upon request
2. use simple language: *“Accommodation will be provided in all parts of the hiring process as required under the YES Accessibility policy. Applicants need to make their needs known in advance.”*
3. provide applicants with flexible interview formats based on their individual needs
4. provide applicants with accommodation info in all job posting
5. communicate YES policy on accommodation for employees with disabilities – to be included in the offer letter

YES has established processes to ensure employees with disabilities are safe. Employees with disabilities who have identified themselves, and where it has been determined they may need assistance during an emergency, will be provided with individual emergency response information, which, with permission will be shared with anyone who has been designated to help them during an emergency. This policy is consistent with the YES Emergency Action Plan.

YES 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 disability, by January 1, 2016:

1. prepare outline of necessary factors that must be considered i.e. required medical information, abilities and limitations, prognosis. etc...
2. incorporate existing Benefit Plan – LTD coverage and processes into the policy – continue to follow the Gradual Return to Work Planning process in place by YES Benefits provider
3. methods to involve employees in the development of their plan
4. explore methods to assess accommodation needs of all employees
5. protect privacy of employees personal information
6. develop criteria to communicate information to the employee and to tell employees why the organization would deny a request for an accommodation plan
7. provide plans in accessible formats
8. review and update plans with employees



We will take the following steps to develop and put in place a process to ensure the accessibility needs of employees with disabilities are taken into account during YES performance management, career management and redeployment activities, by January 1, 2016:

1. build on the existing accommodation plans for employees with disabilities:
  - a. regularly review accommodation needs to see if adjustments are required
  - b. make PM documents available in accessible formats ( i.e. large print) when asked
  - c. provide feedback and coaching to employees in a way that is accessible to them ( i.e. plain language, etc)
2. career development opportunities for employees should take into account accommodation needs to ensure they can learn new skills and/or take on more responsibility

### **For More Information**

For more information on this accessibility plan, please contact Richard Healy at:

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