

# Multi-Year Accessibility Plan 2018–2023

UPDATED APRIL 2021

## Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Provincial legislation enacted to improve accessibility. The AODA mandates accessibility of goods, services, facilities, accommodation, employment, buildings, structures and premises in public, private and voluntary sectors.

Youthdale Treatment Centres (Youthdale) is committed to working towards full compliance with the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act (AODA).

Youthdale's Multi-Year Accessibility Plan provides mechanisms for the planning, review and evaluation of implementing the AODA Accessibility Standards within the agency, ensuring our commitment to remove and prevent barriers and provide quality services in a manner that respects the dignity and independence of persons with disabilities.

## Statement of Commitment

Youthdale recognizes the diversity of the community it serves and is committed to ensuring that all members of the community have access to, and the ability to participate effectively in, Youthdale's services.

Youthdale provides service to persons who may have characteristics or needs resulting from a disability that could pose a barrier to the person's ability to access or participate in services delivered by Youthdale. These needs or barriers may raise issues of accommodation and/or accessibility. Youthdale has an obligation and is committed to resolving, where possible, any barriers that limit, impede or frustrate any person's ability to access or participate effectively in Youthdale's services and processes.

## Accessibility Plan Overview

The Multi-Year Accessibility Plan outlines the policies, actions and work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2018-2023) to align with our Strategic Plan. This Plan will be updated annually to reflect progress made towards full compliance with the AODA and in making Ontario an accessible province for all Ontarians.

## Standards of Accessibility under AODA

- 1 General Requirements
  - A Accessibility Policies and Plans
  - B Training
- 2 Customer Service Standard
- 3 Information and Communications Standard
- 4 Employment Standard
- 5 Transportation Standard
- 6 Design of Public Spaces

## General Requirements

### STANDARD OF ACCESSIBILITY: ACCESSIBILITY POLICIES AND PLANS

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Establish Accessibility Policies governing how Youthdale achieves or will achieve accessibility. Youthdale's Accessibility Policy is available on our website, by telephone, email, in writing and across Youthdale locations.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Develop a multi-year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation. Youthdale's Accessibility Plan is available on our website and in an accessible format upon request. The Plan will be updated at least once every five years.</li> </ul>	Complete / Ongoing

### STANDARD OF ACCESSIBILITY: TRAINING

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Provide AODA training to employees on basic knowledge about accessibility and how it impacts people with disabilities. Youthdale will keep track of employees' training records, which include the name of the worker and date of completion.</li> </ul>	Complete

## Customer Service Standard

Youthdale is committed to ensuring that issues of accommodation and accessibility are addressed in a manner that facilitates effective access to, and participation in, Youthdale's services. Youthdale has implemented the following measures under the Customer Service Standard Regulation:

### CUSTOMER SERVICE STANDARD: GENERAL

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Develop Youthdale's Accessibility Policy for Customer Service Standards that are consistent with the principles of independence, dignity, integration and equality of opportunity.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Establish an Accessibility Standards Committee who is responsible for the review process and any subsequent amendments to Youthdale policy documents, always considering the impact on people with disabilities and AODA legislation and intent.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>A "Training Resource" is offered to all employees to assist in meeting the training requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.</li> </ul>	Complete

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>• Employees are provided supplemental training and are made aware of their roles and responsibilities under AODA, demonstrating sensitivity and responsiveness to any accommodation or accessibility issues that come to their attention in the course of any service delivery activity, including broader community communication and interaction.               <ul style="list-style-type: none"> <li>◊ When communicating with a person with a disability, employees have been trained to communicate in a manner that takes into account the person's disability.</li> <li>◊ When arranging for a first-time meeting with visitors or clients, employees will ask if the person or anyone accompanying them have a disability that requires the use of their assistive device, support person or service animal, in accordance with the Accessibility for Ontarians with Disabilities Act.</li> </ul> </li> </ul>	Complete / Ongoing
<ul style="list-style-type: none"> <li>• Employees are provided with ongoing training on changes to the policies, practices and procedures on serving people with disabilities.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Completion of training and reported barriers are tracked and recorded.</li> </ul>	Complete / Ongoing
<ul style="list-style-type: none"> <li>• Where barriers are reported or identified, employees will work with the individual to understand the precise nature and source of the barrier and the impact of the barrier on the person's ability to participate in Youthdale's services to determine steps to accommodate or resolve the issue.</li> </ul>	Ongoing

**CUSTOMER SERVICE STANDARD: ASSISTIVE DEVICES**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>• Any persons with disabilities may use their own assistive devices to obtain, use or benefit from services and shall use reasonable efforts to facilitate such.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>• Youthdale staff have been trained, as appropriate, on how to accommodate people using assistive devices.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>• Youthdale staff who communicate with service recipients and stakeholders have been trained on how to interact and communicate with people with various types of disabilities, and in a manner that reflects the person's disability.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>• Youthdale staff will offer, as necessary, to communicate with service recipients and stakeholders by email, or another agreed-upon method if telephone communication is not suitable to their communication needs or is not available.</li> </ul>	Complete / Ongoing
<ul style="list-style-type: none"> <li>• Youthdale will continue to review the nature, manner, and methods with which to communicate to people with disabilities to improve the accessibility of information and services.</li> </ul>	Ongoing

**CUSTOMER SERVICE STANDARD: COMMUNICATION**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Youthdale employees who communicate with service recipients and stakeholders have been trained on how to interact and communicate with people with various types of disabilities, and in a manner that reflects the person's disability.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Youthdale will continue to review the nature, manner, and methods with which to communicate to people with disabilities in an attempt to improve the accessibility of information and services.</li> </ul>	Ongoing

**CUSTOMER SERVICE STANDARD: SERVICE ANIMALS**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Youthdale will accommodate the use of service animals by people with disabilities who are accessing Youthdale services unless the animal is otherwise excluded by law or client/staff circumstances.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Where a service animal is excluded by law from sections of the premises, the reason why the service animal is excluded will be explained to the persons with disabilities. Other reasonable arrangements to provide services shall be explored with the assistance of the person with the disability.</li> </ul>	Ongoing

**CUSTOMER SERVICE STANDARD: SUPPORT PERSON**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Any persons with disabilities accessing Youthdale's services may be accompanied by a support person when on the premises to protect the health or safety of the person with a disability, or the health or safety of others on the premises.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Youthdale employees who are dealing with service recipients and stakeholders are trained to interact with persons with disabilities who are accompanied by a support person.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>When support persons are needed (e.g., sign language interpreters, real-time captioners, attendants) for Youthdale sponsored meetings, consultations or events, Youthdale will facilitate access to these support persons to the best of their ability.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>If Youthdale charges an admission fee in connection with a support person's presence at an event or function, Youthdale shall ensure that notice is given in advance to a support person about the amount payable regarding the support person. This notice will also be posted in a conspicuous place.</li> </ul>	Complete / Ongoing

**CUSTOMER SERVICE STANDARD: NOTICE OF DISRUPTION**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Notice will be provided on the website, main switchboard, or in writing in conspicuous places where applicable, and in accordance with the Emergency Management and Business Continuity Plan when a service disruption occurs and will be done as quickly as possible if the disruption is unexpected. This notice will be provided in accessible formats as appropriate and feasible.</li> </ul>	Complete

**CUSTOMER SERVICE STANDARD: TRAINING**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Training is provided as a condition of employment to all new employees on orientation, and annually, to ensure all workers remain current with any policy or procedural changes as it relates to AODA policies and procedures specific to their assigned responsibilities.</li> </ul>	Ongoing

**CUSTOMER SERVICE STANDARD: FEEDBACK**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>A process has been established to encourage feedback regarding Youthdale's services to people with disabilities through a Feedback Questionnaire.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>A process is in place to ensure that all feedback collected from clients, staff or the public is reviewed and analyzed to identify potential gaps in customer service and to ensure appropriate actions are taken. This feedback can be made by using the Accessibility Feedback form, or by telephone, email or writing.</li> </ul>	Ongoing

## Information and Communications Standard

Youthdale is committed to meeting the communication needs of people with disabilities. As required, we will consult with people with disabilities to determine their information and communication needs. Youthdale has undertaken the following plans and steps to ensure compliance with this standard:

**INFORMATION AND COMMUNICATIONS STANDARD**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>An accessible feedback process has been established and communicated to the public. The feedback process is available on Youthdale's website and alternate formats are also available by telephone, mail and in-person.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>The provision of accessible formats and communication supports to persons with disabilities will be done in a timely manner, and upon request, taking into account the individual's accessibility needs.</li> </ul>	Complete

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>All new content on the website conforms with Web Content Accessibility Guidelines (WCAG) 2.0, Level A.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>All new, significantly refreshed and or posted content on our website will conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA by January 2021.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Information and communication will be available in an accessible manner to people with disabilities and their need and the capability of Youthdale.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Youthdale is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Establish a plan/familiarize with sources and time-frames for formatting that is not feasible to do in-house (i.e., captioning, video description and conversion to Braille or audio and any other formatting).</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Youthdale will continue to assess the accessibility format of our website organization and content.</li> </ul>	Ongoing

## Information and Communications Standard

Youthdale is committed to meeting the communication needs of people with disabilities. As required, we will consult with people with disabilities to determine their information and communication needs. Youthdale has undertaken the following plans and steps to ensure compliance with this standard:

### EMPLOYMENT STANDARD: RECRUITMENT

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Develop “AODA and Human Rights Accommodation Policy and Process” policy.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>When making offers of employment, notify successful applicants of policies for accommodating employees with disabilities.</li> </ul>	Complete
<ul style="list-style-type: none"> <li>If an employee or new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to a disability and Youthdale’s ability to deliver.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Provide updated information on accommodations policies to employees when changes occur.</li> </ul>	Complete / Ongoing

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Inform employees of policies supporting employees with disabilities and provide this information to new employees as soon as practicable after hiring.</li> </ul>	Complete / Ongoing

**EMPLOYMENT STANDARD: INDIVIDUAL ACCOMMODATION PLANS**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Provide Individual Accommodation Plans in a format that takes into account the needs of the employee.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Ensure the Accommodation Plan is in a format that takes into account their accessibility needs due to their disability, and that personal information is protected at all times.</li> </ul>	Ongoing

**EMPLOYMENT STANDARD: RETURN TO WORK**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>With the employee, Youthdale will continue to monitor and the Accommodation Plan to ensure the ongoing suitability of the plan, whether additional accommodations are required, and ultimately working towards a safe return to work.</li> </ul>	Ongoing

**EMPLOYMENT STANDARD: PERFORMANCE MANAGEMENT**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Review and update the Human Resources policies and procedures to include accessibility needs of employees with disabilities with regards to performance management, career development and redeployment processes.</li> </ul>	Complete / Ongoing
<ul style="list-style-type: none"> <li>When providing performance management and career development information to an employee with a disability, Youthdale will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Formal reviews of the accommodation plans are conducted annually and prior to the annual performance appraisal to ensure the ongoing suitability of the plan or whether additional accommodations are required.</li> </ul>	Ongoing

**EMPLOYMENT STANDARD: EMERGENCY RESPONSE INFORMATION**

Strategies/Actions	Status
<ul style="list-style-type: none"> <li>Individualized workplace emergency response information is provided to staff members who have a disability when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee.</li> </ul>	Ongoing

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## Transportation Standard

Youthdale is committed to maintaining policies, planning for accessibility and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the Accessibility for Ontarians with Disabilities Act, if applicable. This standard is not a requirement for Youthdale services.

## Design of Public Spaces

Youthdale will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Youthdale will take appropriate measures to prevent service disruptions to the accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

## Contact Details

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Human Resources  
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