

Accessibility Standards Multi-Year Plan

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 complete 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.

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.	In progress	YWCA Hamilton will complete this before the deadline of December 31, 2017.
File an Accessibility Compliance Report	By December 31, 2020	Every obligated organization shall file an Accessibility Compliance Report by December 31, 2020.	Pending	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)
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.

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 provides emergency fire plan information to parents in Childcare. 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.	Ongoing	YWCA Hamilton's website and content conform to the WCAG 2.0 Level A. YWCA Hamilton will ensure that our website conforms to Level AA by January 1, 2021, except where it is impracticable to do so.

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.
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.
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.

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.
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PART IIII – Design of Public Spaces Standard

Component	Compliance	Requirement	Status	Action (s)
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.

Document Title: Accessibility Standards Multi-Year Plan			
Previous Revision Date: December 31, 2013	Revision Date: December 21, 2016	Approval Date: January 9, 2017	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