



YMCA of North Bay

186 Chippewa Street West
North Bay, ON P1B 6G2
705-497-9622
ymcanorthbay.com

Multi-Year Accessibility Plan

Accessibility Plan and Policies for the YMCA of North Bay

This 2013 – 2021 accessibility plan outlines the policies and actions that the YMCA of North Bay will implement to improve opportunities for people with disabilities.

Statement of Commitment

YMCA of North Bay is an organization that is dedicated to ensuring we are accessible to everyone. People should be able to access, participate, and enjoy our services regardless of a disability. In order to achieve this goal, YMCA of North Bay will do its best to:

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

Accessible Emergency Information

The YMCA of North Bay is committed to providing 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 – January 1, 2015 (Completed January 2014 and Ongoing)

The YMCA of North Bay 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 administered in a way that best suits the duties of employees, volunteers and other staff members.

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

- All staff is required to watch the AODA video and complete the quiz upon hire and review it annually (Jan- Mar). All updates will be discussed / reviewed at departmental staff meetings and signed off on.



Information & Communications

The YMCA of North Bay 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 North Bay 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, through the comment box or on our website.
(ie. Low vision persons would get large print information; Use Bell relay for persons who are deaf for telephone communication, verbal communication for blind persons)
- All feedback will be directed to the General Manager. Customers can expect a response within 3 business days.
- Complaints will be addressed according to the procedures already established within our company policies.

The YMCA of North Bay 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 individual's needs
- All materials will state "This document/material is available in an alternative format on request"

The YMCA of North Bay will take the following steps to make all websites and content to conform with WCAG 2.0, Level AA by **JANUARY 1, 2021**

- Websites are being designed by Y Canada for the YMCA of North Bay to adapt and meet all necessary requirements.

Employment – January 2016 (Completed January 2014 and Ongoing)

The YMCA of North Bay 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 North Bay will accommodate people with disabilities during the recruitment and assessment process and when people are hired.

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



The YMCA of North Bay will take the following steps to develop and implement a process for creating 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 and organizational needs of the YMCA of North Bay

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:

- SMART goals are used for all employees to set individual performance plans.
- Accommodations will be made on an individual bases, based on the employees needs/ job requirements

The YMCA of North Bay 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)

Built Environment

September 2015

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

- Meet with the City of North Bay to discuss accessibility issues
- Redesign and create easily accessible parking and pathways

January 2017

Accessibility to all levels and areas to be addressed and barriers removed:

- There are two levels that accessibility will be addressed
- Ramps or other alternatives will be put into operation

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

Current Accessibility Upgrades Completed to the Built Environment

- Automatic door openers to member access areas
- Family Change Room – Accessible change rooms, showers, washrooms, bed lift
- Pool – ramp and lift



For more information

For more information on this accessibility plan, please contact Yvonne Taylor, General Manager at:

- 705.497.9622 x 229
- info@ymcanorthbay.com

Accessible formats of this document are available upon request.