



Multi-Year Accessibility Plan

This Accessibility Plan for years 2014-2021 outlines the policies and actions that Youth Habilitation Quinte Inc. (Youthab) will put in place to improve opportunities for people with disabilities.

Youthab 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*.

Youthab is committed to providing their 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

Youthab will provide training to employees and volunteers 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 and volunteers.

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

- Determine and ensure that appropriate training on the requirements of the Integrated Accessibility Standards Requirements and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, volunteers, third party contractors who provide services on behalf of Youthab, and persons participating in the development and approval of Youthab policies;
- Ensure that the training is provided to persons listed above as soon as practicable;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

INFORMATION AND COMMUNICATIONS

Youthab 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.

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

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request and in a timely manner.

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

- Notify the public about the availability of accessible formats and communication supports

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

- Conduct an assessment of Youthab's website and test for accessibility
- Obtain tools and resources to make website accessible
- Train the people who will use the software to make the website accessible
- Monitor website accessibility and compliance with the guidelines and the law

EMPLOYMENT

Youthab is committed to fair and accessible employment practices and its intent to comply with the Integrated Accessibility Standard Regulations at January 1, 2016.

We will take the following steps to notify the public and staff that when requested Youthab will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Job applicants will be notified when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:
 - a) A review, and, as necessary, modification of existing recruitment policies, procedures, and processes;
 - b) Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;

- c) If a selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to the disability.
- When making offers of employment, Youthab will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:
 - a) A review, and, as necessary, modification of existing policies, procedures and processes;
 - b) Include Youthab's policy on accommodating employees with disabilities in offer of employment letters.

Youthab 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 a disability:

- Review and assess existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.
- Ensure that the process for the development of documented individual accommodation plans is in accordance with the provisions of the Integrated Accessibility Standards Regulations.
- Ensure that the return to work process as set out in existing policies outlines the steps that Youthab will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and accommodations plans, in the return to work process.

Youthab will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans:

- when using its performance management process in respect of employees with disabilities;
- when providing career development to its employees with disabilities;
- when redeploying employees with disabilities.

Youthab will take the following steps to prevent and remove other accessibility barriers identified:

- review and update policies and practices regularly to reflect, maintain and comply with AODA legislation.

For more Information

For more information on this Accessibility Plan, please contact Ted Parker at:

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Accessible formats of this document are available free upon request from Ted Parker.