



Statement of Organizational Commitment

The Integrated Accessibility Standards

PURPOSE

The purpose of this policy is to create a statement of commitment (policy) that provides a framework within which accessibility plans and initiatives are to be created in order to move Youth Habilitation Quinte Inc. (Youthab) toward the goal of improved accessibility for people with disabilities. Youthab endeavours to provide accessibility and accommodation as prescribed in the Accessibility for Ontarians with Disabilities Act (AODA).

The commitments in this policy are intended to ensure that accessibility remains a priority in Youthab's decision making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

SCOPE

This policy applies to Youthab's clients, employees, volunteers, applicants for employment with Youthab who may require employment accommodation through the recruitment, assessment, selection, and hiring process, visitors, contractors and sub-contractors engaged by Youthab and any other third party providing goods, services or facilities on Youthab's behalf.

REFERENCES

- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Exemption from Reporting Requirements, Ontario Regulation 430/7
- Integrated Accessibility Standards, Ontario Regulation 191/11

DEFINITIONS

“Accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

“Accommodation” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

“Communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

“Dignity” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

“Equal opportunity” means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

“Independence” means when a person is able to do things on their own without unnecessary help or interference from others.

“Information” includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

“Integration” means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.

“Reasonable efforts” means taking approaches that meet the required needs of the individual.

It is the responsibility of the Executive Director to ensure the application of this policy and that Youthab achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization’s systems, facilities and services.

Managers are responsible for ensuring that all employees follow the guidelines set out in this policy.

Each manager is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the Human Rights Code and all related policies, practices and procedures.

All employees, volunteers, contractors and subcontractors, any other person acting on behalf of Youthab, and persons involved in the creation of Youthab’s policies are responsible for adhering to and following the commitments set out in this policy.

POLICY

Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for information and communication, employment, and

transportation. Youthab is included in the regulation's definition of an "obligated organization" and must comply with the phased-in requirements of the regulation beginning January 1, 2014.

Youthab is committed to working toward being compliant with all the applicable standards under the AODA. The following are the accessibility standards requirement applicable to Youthab:

- **Customer Service, Information & Communications, and Employment**

Youthab recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility of Ontarians with disabilities.

Youthab is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.

Youthab is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications and employment, and to meet the accessibility needs of people with disabilities in a timely manner.

Youthab is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability.

Youthab is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to clients, employees, volunteers and members of the general public.

Youthab is committed to promoting values that support relationships between people with disabilities and Youthab.

Youthab is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.

Youthab is committed to the training of all employees, volunteers, persons who deal with clients and the public on Youthab's behalf, and person's participating in the development and approval of Youthab's policies, practices and procedures on the requirements under the Integrated Regulation and the *Ontario Human Rights Code* as it pertains to persons with disabilities.

Youthab is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information & Communications and Employment.

PROCEDURE

Youthab will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. Youthab will also report on performance in relation to established accessibility goals and targets.

Questions related to this policy, feedback or complaints should be forwarded to Youthab's Executive Director.