youthab.
Support. Empower. Connect.

Multi-Year Accessibility Plan

This Accessibility Plan for years 2022-2026 outlines the policies and actions that Youth Habilitation Quinte Inc. (Youthab) will put in place to improve opportunities for people with disabilities. The plan is reviewed and updated at least once every 5 years.

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, 2005*.

Past Achievements to Remove and Prevent Barriers

Youthab is committed to ensuring that its services, information, communications, and employment practices are accessible. Past steps the agency has taken in order to meet this goal have included:

Training

- Providing training to employees on the requirements of the *Accessibility for Ontarians with Disabilities Act*, the *Integrated Accessibility Standards Requirements* and the *Ontario Human Rights Code* as it pertains to people with disabilities in a way that best suits the duties of the employee.

Information and Communication

- Meeting the communication needs of people with disabilities by consulting with people with disabilities to determine their information and communication needs.
- Ensuring existing feedback processes are accessible to people with disabilities upon request.
- Ensuring all publicly available information is made accessible upon request.
- Making all websites and content conform with WCAG 2.0, Level AA.

Employment

- Having fair and accessible employment practices that comply with the *Integrated Accessibility Standards Regulations*.

- Notifying the public and staff that when requested, people with disabilities will be accommodated during the recruitment and assessment processes and when people are hired.
- Implementing a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Taking into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

Continued Strategies and Actions

Youthab will continue to explore and implement new ways of providing timely, high-quality and accessible services to people with disabilities including in-person, over the phone, and online. As such, over the next 5 years, Youthab will continue to identify and mitigate barriers to the accessibility of its services, information, communications, and employment practices by:

Training

- Ensuring that all employees continue to be trained in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act*, the *Integrated Accessibility Standards Regulations*, and the *Ontario Human Rights Code* as soon as possible and in a way that best suits the duties of the employee during the onboarding and orientation process.
- Ensuring that a record of the training provided continues to be maintained for each employee.
- Ensuring that training continues to be provided on any changes to the prescribed policies on an ongoing basis.

Information and Communication

- Ensuring that existing and new processes for receiving and responding to feedback continues to be 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.
- Ensuring that our website and web-based content continues to be designed to meet accessibility standards.
- Ensuring that the feedback process is clearly documented and available on our website with feedback forms available in all office locations.

Employment

- Continuing to inform prospective and current employees of the availability of accommodations in our employment processes.
- Continuing to provide effective accommodations in our employment processes.
- Ensuring that all workplace accommodations are documented in individual accommodation plans.

- Providing workplace accommodations uniquely suited to the needs of the individual employee.
- Ensuring that documentation appropriate to the circumstances is collected from employees during leaves of absence and when returning to work for employees who are on disability related leaves of absence, and that any accommodations are documented appropriately in the individual accommodation plan.
- Continue to take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when using its performance management processes, providing career development and/or redeploying employees.
- Continue to review and identify policies and practices regularly to reflect, maintain and comply with *Accessibility for Ontarians with Disabilities Act* legislation.

Additional Information

For more information on this Accessibility Plan, please contact Andrea Hodgetts, Human Resources Administrator at:

- Telephone: 613-969-0830
- Email: andreah@youthab.ca

Accessible formats of this document are available free upon request from Andrea Hodgetts.

Our accessibility plan is publicly posted at: Youthab Accessibility Site Page