



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

YA INTEGRATED ACCESSIBILITY STANDARDS – MULTI YEAR PLAN (2017)

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Policy Approved and Posted YA website	Completed	Feb 2017
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Policy developed, reviewed and approved Ensure formal review on-going as required	Ongoing	Feb 2017



6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	N/A	N/A	Not Applicable
7	Training	7.(1) 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.	Integrated Accessibility Standards Training developed and implemented all YA employees to receive training New employees continue to receive training as part of onboarding process.	Ongoing	Feb 2017

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to	Conduct a review of all feedback processes across the organization to	Ongoing	Feb 2017

		feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	receive feedback via Customer and Employee Satisfaction survey Determine what accessible formats and communication supports we will provide upon request.		
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person’s accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Determine what accessible formats and communication supports we will provide to persons with disabilities upon request. a) Ensure these formats and supports can be provided in a timely manner b) Communicate to YA employees that no additional cost is required	Ongoing	Feb 2017
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to YA employees based on request to provide suitable accommodations or communication support.	Ongoing	Feb 2017
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication	As required post the information internal and external website, and within the organization	Completed	Feb 2017

		supports.			
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Current system in place to captured this, help within Facilities/Health and Safety Teams	Ongoing	Feb 2017
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Continuously will review WCAG guidelines to be informed of changes and updates	Ongoing	<p>January 1, 2021</p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success

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PART III – Employment Standard

Section	Initiative	Description	Action	Status	Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Notified public via job posting that YA is committed to providing accommodation for applicants with disabilities in the recruitment process	Ongoing	Feb 2017
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, 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. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	YA recruitment team are advised and trained on duty to accommodate in a manner that takes into account the applicant’s accessibility needs due to disability	Ongoing	Feb 2017
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	New employees are to be notified of accommodation policy via YA’s recruitment process	Ongoing	Feb 2017

25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Policies and procedures are communicated during New Hire Orientation	Ongoing	Feb 2017
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Policies and Procedures posted on the internal and external website The new employees will receive the information via onboarding process	Complete	Feb 2017
25		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Policies and procedures are communicated during New Hire Orientation Will provide updated information when there is a change to policies	Ongoing	Feb 2017
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,	The information will be available upon request	Ongoing	Feb 2017

		<p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>			
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	The accommodation or information will be available upon request	Ongoing	Feb 2017
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.	<p>Incorporated into current Health and Safety and Emergency procedures.</p> <p>Current process and information will be reviewed on regular basis to ensure updated information and as needed accommodation is available.</p>	Ongoing	Feb 2017
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Process in place.	Complete	Feb 2017

27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Process in place.	Complete	Feb 2017
27		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Process in place.	Complete	Feb 2017
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Policy and process posted to YA intranet	Complete	Feb 2017
28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements:	Policy and process posted to YA intranet	Complete	Feb 2017

		<ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be 			
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		<p>done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	Return to work process in place	Complete	Feb 2017
29		<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees</p>	Return to work process reviewed and updated	Complete	Feb 2017

		<p>who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>			
29		<p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>Current practices reviewed and compliant</p>	<p>Complete</p>	<p>Feb 2017</p>
30	<p>Performance Management</p>	<p>30.(1) An employer that uses performance management in respect of its employees shall 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.</p>	<p>Current practices reviewed and accommodation programs in place.</p>	<p>Ongoing</p>	<p>Feb 2017</p>
31	<p>Career Development & Advancement</p>	<p>31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>Current practices reviewed and accommodation programs in place as needed</p>	<p>Ongoing</p>	<p>Feb 2017</p>

32	Redeployment	2.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Review current process keeping individual accommodation plan in mind.	Ongoing	Feb 2017
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