



Accessibility Plan and Policies

Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) develops, implements, and enforces accessibility standards so that goods, services, facilities, accommodations, employment, buildings, structures, and premises are accessible to persons with disabilities.

This Plan has been developed in accordance with the IASR. It outlines YA Canada's commitment and strategy to prevent and remove barriers, improve opportunities for people with disabilities, and address the current and future requirements of the AODA. It will be provided in an alternative format upon request.

In accordance with the requirements, YA Canada will:

- Report annually on its progress in implementing this plan and its ongoing strategy to prevent and remove barriers by updating this document and posting the updates on its website;
- Provide all information relating to this plan in alternative formats upon request;
- Review and update this plan in consultation with persons with disabilities every three years and at least once every five years.

Statement of Commitment

YA Canada is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

YA Canada recognizes the diverse need of all our clients and the public that may be affected by the goods and services that we provide and will respond by striving to provide services and facilitates that are accessible to all in a timely manner.

Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use and benefit from YA Canada's goods and services.
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The goods and services provided to persons with disabilities are integrated with the provision to users of the same goods and services unless an alternate measure is necessary to allow a person with a disability to fully benefit. The alternate measure may be temporary or permanent.

- Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- People with disabilities may use assistive devices, service animals and support

Definitions

Accessible Formats, as defined by the Regulation, may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports, as defined by the Regulation, may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications

Barrier, as defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability, as defined by the AODA and the Ontario Human Rights Code, is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Person with Disabilities shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

Service Animals as defined by the Accessibility for Ontarians with Disabilities Act, 2005 an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Persons as defined by the Accessibility for Ontarians with Disabilities Act, 2005 shall

mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Assistive Device is an auxiliary aid such as technical aids, communication aids, cognition aids (reading, listening, talking aids), personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, hearing aids, etc.) that is used to increase, maintain, or improve the functional abilities of people with disabilities to access and benefit from the goods and services offered by the Company.

YA Canada's Customer Service Accessibility Policy

YA Canada's mission is to provide excellence customer service to people of all abilities including people with disabilities and special needs. We will carry out our functions and responsibilities as follows:

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We are committed to training our employees on how to interact and communicate with people with various types of disabilities

Service animals and support persons

We are committed to welcoming people who are accompanied by a service animal or support person on the parts of premises that are open to the public. Also, we will ensure YA Canada's employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by our customer with disabilities.

Service Disruptions

We will ensure excellent and accessible customer service by providing reasonable notice in the event of a planned or unexpected disruption in access to the facility or service. The notice will include the reason for the disruption, its anticipated duration and a description of the alternate facility or services that may be available.

The notice will be placed at all public entrances and service counters on our premises or on our website as applicable

Training for Staff

We are committed to establishing, implementing and maintaining a program for training on how to provide customer service to people with disabilities. We will ensure that the management, all staff (full-time, part-time, temporary) volunteers and contractors who interact with the public or other third parties on behalf of YA Canada receive training about the provision of its goods or services to persons with disabilities.

This training will be provided as soon as practicable after employees commence their duties.

The training will include the following:

- Review of the Accessibility for *Ontarians with Disabilities Act, 2005* and the requirements of *Ontario Regulation 429/07 Accessibility Standards for Customer Service*.
- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use any equipment or devices that may assist people with a disability
- What to do if a person with a disability is having difficulty accessing YA Canada's goods or services.
- YA Canada's policies, practices and procedures relating to customer service standard

Training will be provided to the applicable employees and ongoing basis when changes are made to these policies, practices and procedures that affect the way goods and services are provided to people with disabilities.

Feedback process

As part of our commitment to provide excellent and accessible customer service, YA Canada welcomes and appreciates feedback. We will accept feedback through the following methods:

1. By contacting YA Canada at 519-355-3750 and asking to speak to Human Resources
2. **By visiting YA's website and by reviewing "Accessibility Feedback"**
3. In writing to:

Human Resources
YA Canada
730 Richmond St.
Chatham, ON N7M 5J5

YA Canada is committed to responding to any complaints and/or suggestions. All feedback will be directed to the appropriate contact person.