



Service Delivery Policies

Section: Introduction	Policy Name: Accessibility Policy	Policy #: 1.11
Implementation Date: December 2013	Revision Dates: 12/13 November 2019 March 2021 August 2023	Last Review Date: January 2014 August 2023

Statement of Commitment

In fulfilling our mission, Yorktown Family Services is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We believe in integration and are also committed to meeting the needs of people and giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other clients. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Training

Yorktown Family Services is committed to provide training to all staff, volunteers and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of policies, practices and procedures, on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, Board of Directors and others.

Yorktown Family Services will remain in compliance with the terms and will train new staff at orientation, which usually occurs within one month of hire date. We will keep a record of the training provided.

Information and Communications

Yorktown Family Services is committed to meeting the communication needs of people with disabilities. Yorktown Family Services will consult with people with disabilities to determine their information and communication needs.

Accessible formats and communication support

Yorktown Family Services will take the following steps to provide or arrange for the provision of accessible formats and communication supports, upon request, for persons with disabilities:

- We will provide such accessible formats and communication in a timely manner that considers the person's accessibility needs due to disability.
- We will provide such accessible formats and communication at a cost that is no more than the regular cost charged to other persons.
- We will consult with the person making the request to determine the suitability of an accessible format or communication support.

Accessible Websites and Web Content

Yorktown Family Services has made its website and content conform with WCAG 2.0, Level AA as of January 1, 2021 except where meeting such requirements are not practicable, to meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (Integrated Accessibility Standards).

Accessible Emergency Information

Yorktown Family Services is committed to providing publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when requested.

Feedback

Yorktown Family Services will ensure existing processes for receiving and responding to feedback are accessible to people with disabilities.

Employment

Yorktown Family Services is committed to fair and accessible employment practices.

We will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired.

If needed, we will create an individual accommodation plan and/or workplace emergency information for any employees who have a disability.

Our performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities. These requirements will be incorporated into Talent & Culture policies as applicable, and will be communicated and made available to all employees and people managers

Design of Public Spaces (Applicable to Shelter Site)

Yorktown's Shelter site will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces when it's practical to do so.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Modifications to This or Other Policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by Yorktown Family Services.

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