



## YORKTOWN FAMILY SERVICES - AODA MULTI-YEAR PLAN

Updated May 2021

### INTRODUCTION:

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the AODA). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (IASR) under the AODA require that effective January 1, 2014, Yorktown Family Services establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Integrated Accessibility Standards Regulation (IASR).

### 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 people 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 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.

Yorktown is guided by the following principles:

**Dignity** – provide services in a respectful way that allows the person with a disability to maintain self-respect and the respect of other people.

**Independence** – a person with a disability is allowed to engage in services on their own without unnecessary help or interference from others, unless requested by that person.

**Integration** – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary or requested by that person, to enable them to access services or facilities.

**Equal opportunity** – provide services to persons with disabilities in such a way (i.e.; may include special accommodations but not limited to) that they have an equal opportunity to access , services or facilities as what is given to others.

## General Requirements

- i. Developed and posted a Statement of Commitment
- ii. Assess current accessibility policies on an annual basis and identify gaps to be rectified
- iii. Assessment of Yorktown's accessibility through a multi-year plan
- iv. Yorktown will update the multi-year on a regular basis and as needed
- v. Post the Multi-Year plan on the agency's website
- vi. Develop training to comply with the ISRA and Human Rights Code
- vii. Train all existing staff, volunteers and 3<sup>rd</sup> party on ISRA
- viii. Train all new staff at orientation
- ix. Provide annual refresher training and track and record all training
- x. Complete Government Accessibility Compliance Reports as Regulated

Under the AODA, the following accessibility standards set certain requirements that are applicable to Yorktown Family Services:

1. Customer Service
2. Information and Communication
3. Employment
4. Design of Public Space: Yorktown Shelter for Women

This multi-year plan for Yorktown Family Services is as follows:

### 1. CUSTOMER SERVICE

- i. Yorktown will communicate with persons with disabilities in ways that considers their disability
- ii. Staff will be trained to communicate and interact with persons with various types of disabilities.
- iii. Committed to providing accessible telephone service to our clients. We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. Alternatively, we will offer to communicate by email, letter, fax or other means if telephone communication is not suitable to their communication needs or is not available.
- iv. Persons with a disability are permitted, where possible, to use their own Assistive Device when:
  - On our premises for the purposes of obtaining, using or benefiting from our services.
  - If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier.
- v. We will make best efforts to provide an alternative means of assistance to the person with a disability.

- vi. Staff will receive training on various Assistive Devices that may be used by persons with a Disability while accessing our services.
- vii. Yorktown welcomes persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- viii. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.
- ix. We are committed to welcoming persons with disabilities who are accompanied by a support person.
- x. Any person with a disability who is accompanied by a support person will be allowed to enter Yorktown Family Services' premises with his or her support person.
- xi. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Support persons may be asked to sign a Confidentiality Agreement.

## **2. INFORMATION AND COMMUNICATION**

- i. Review emergency and public safety information we provide
- ii. Develop a process for responding to requests and supports
- iii. Individual emergency plans available to all employees should they require it
- iv. Have or seek information available in an accessible manner should it be requested
- v. Make revisions to the information when necessary
- vi. New website content in compliance with WCAG 2.0 Level AA as of January 1, 2021
- vii. Feedback accessible through website and/or comment cards
- viii. Print on feedback surveys/comment cards will be large
- ix. Print feedback processes in black and white
- x. Respond to requests for alternative formats and supports
- xi. Work with the designer/developer to create a new website than conforms to accessibility standards
- xii. Annual review of policies and emergency procedures
- xiii. Request feedback accessible to those who request it
- xiv. Make print on feedback surveys/comment cards compliant for website

## **3. EMPLOYMENT**

- i. Review and update emergency information for each employee
- ii. Determine through the recruitment and onboarding process if the new hire requires accommodation

- iii. Prepare and provide information to employees in an accessible format if requested
- iv. Notify job applicants when individually selected to participate in recruitment and selection process that accommodation is available upon request
- v. Employer will consult with selected applicants that request accommodations and will provide specific and individualized arrangements
- vi. Integrated Accessibility Standards Regulation (IASR) Policy 1.1 revised and reviewed annually with employees
- vii. Policy revisions and updates to be shared with all employees
- viii. IASR Policy training occurs at onboarding
- ix. Develop a process and procedure for accommodation requests
- x. Feedback encouraged from the individuals requesting accommodations
- xi. Work with the individual and medical consultants to develop individual accommodation plans
- xii. Will take into account the accessibility needs of employees with disabilities
- xiii. Create individual accommodation plans for employees as required

#### **4. DESIGN OF PHYSICAL SPACE**

- i. Access the physical space of the Shelter site when considering renovations, construction or any alteration to the physical space indoors and outdoors.
- ii. First floor continues to have accessible living arrangements
- iii. Future projects to ensure total accessibility when physical space is considered:
  - Elevator to second floor
  - Automatic opening system on door from living room to dining room
  - Reconfiguration of outdoor ramp to main door
- iv. Solicit feedback from those who are using the accessible public spaces

ANY QUESTIONS RELATED TO THE AODA AS IT PERTAINS TO YORKTOWN FAMILY SERVICES CAN BE DIRECTED TO:

YORKTOWN FAMILY SERVICES  
300-2010 EGLINTON AVENUE WEST  
TORONTO, ONTARIO M6E 2K3  
ATTENTION: MARY POMANTI, HUMAN RESOURCES DIRECTOR  
CELL: 416 420-9741  
PHONE 416 394-2424 EXT, 222  
FAX: 416 394-2689