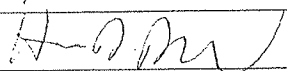


YWCA Toronto

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POLICY

This accessibility plan outlines the policies and actions that YWCA Toronto will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

YWCA Toronto 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, wherever possible, and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

ACCESSIBLE EMERGENCY INFORMATION

YWCA Toronto is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

TRAINING

YWCA Toronto will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

YWCA Toronto will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

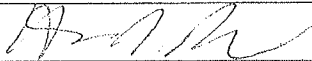
- New hires will receive training as part of their orientation session.
- Existing staff will receive the training every two years as part of their Anti-oppression training.

INFORMATION AND COMMUNICATIONS

YWCA Toronto is committed to meeting the communication needs of people with disabilities. As required, we will consult with people with disabilities or disability groups/resources/organizations to determine information and communication needs.

YWCA Toronto will take the necessary steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by January 1, 2014.

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SCOPE

YWCA Toronto will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Create organizational budget to accommodate requests, wherever possible.

YWCA Toronto will take the following steps to make sure all publicly available information is made accessible, upon request, by January 1, 2016.

- Develop a list of companies/resources that are able to convert information into accessible formats, when required.

YWCA Toronto will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- Ensure that website hosting company is familiar with AODA website requirements

EMPLOYMENT

YWCA Toronto is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, YWCA Toronto will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by January 1, 2016.

- Create a statement that confirms our commitment to hiring individuals with disabilities.

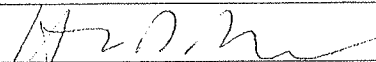
YWCA Toronto will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Review and update existing policies.
- Communicate policies to staff.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in our YWCA Toronto's performance management, career development and redeployment processes.

- Ask employees if there are any accommodation needs related to any of the above processes.
- Ensure employees are aware of their right to request accommodation, where necessary

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YWCA Toronto will take the following steps to prevent and remove other accessibility barriers identified.

- Ensure employment testing is available in different accessible formats.

FOR MORE INFORMATION

For more information on this accessibility plan:

Contact: Director of Human Resources and Administration (Interim)
Phone: 416.961.8100 ext. 320
Email: mkuzyk@ywcatoronto.org

Accessible formats of this document are available free upon request.