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| <p style="text-align: center;">Yellow Brick House MULTI-YEAR ACCESSIBILITY PLAN</p> |
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This 2014 to 2021 accessibility plan outlines the policies and actions that Yellow Brick House will put in place to improve opportunities for people with disabilities.

Introduction and Statement of Commitment

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA) in 2005. It is the goal of the government of Ontario to make Ontario accessible by 2025. Yellow Brick House is committed to complying with the *Accessibility for Ontarians with Disabilities Act*, 2005 and all of the standards under it in order to meet the accessibility needs of person with disabilities in a timely manner.

Yellow Brick House 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 and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The regulations associated with the Integrated Accessibility Standards (ISAR) under the AODA require that effective January 1, 2014, Yellow Brick House 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 Act.

In accordance with the requirements set out in the ISAR, Yellow Brick House will:

- Post this plan on its website (www.yellowbrickhouse.org);
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

Accessible Emergency Information

Yellow Brick House 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

Yellow Brick House will provide training to employees, volunteers and other staff members on Ontario's accessibility law 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.

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

- Determine and ensure that appropriate training on the requirements of the ISAR and on the Ontario Human Rights Code as it pertains to person with disabilities, is provided to all employees and volunteers who provide goods, services and facilities on Yellow Brick

House's behalf;

- Ensure that the training is provided to persons referenced above as soon as practicable;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

Information and Communications

Yellow Brick House is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Yellow Brick House will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014 and Level AA by January 1, 2021.

- Consult with web developer and to ensure Yellow Brick House's public website and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A by 2014 and Level AA by 2021.

Yellow Brick House will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015, and all publicly available information is made accessible upon request by January 1, 2016.

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.
- Provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accessibility needs.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports.

Employment

Yellow Brick house is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Yellow Brick House will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- A review and , as necessary, modification of existing recruitment policies, procedures, processes and templates.
- Specifying that accommodation is available for applicants with disabilities, on Yellow Brick House's website and on job postings.

Yellow Brick House 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.

- Inform employees of policies used to support employee 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.

- Provide the information required to new employees as soon as practicable after they begin their employment
- Provide updated information to 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.
- Review and assess existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Yellow Brick House will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in performance management, career development and redeployment processes.

- In accordance with the IASR, review, assess and, as necessary, modify existing policies, procedures, practices and templates to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
 - Assessing performance
 - Managing career development and advancement
 - Redeployment is required

For More Information

For more information on this accessibility plan,
Please contact Yellow Brick House at:

Phone: 905-709-0900 or 1-800-262-2231

TTY: 905-751-1712

E-mail: info@yellowbrickhouse.org

Accessible formats of this document are available free upon request from:
Yellow Brick House, info@yellowbrickhouse.org / 905-709-0900