

Yellow Brick House MULTI-YEAR ACCESSIBILITY PLAN

This 2023 to 2028 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.

Our Plan

Customer Service Standard

Yellow Brick House implemented the AODA – Customer Service Standard in 2011.

Yellow Brick House is committed to ensuring that people with disabilities receive accessible services in a timely manner. We will continue to ensure compliance with the AODA – Customer Service Standard through regular reviews of our policies and procedures and through employee training.

Training

Yellow Brick House provides training to employees, volunteers and others who provide services on behalf of the agency on Ontario's accessibility law and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits the duties of employees, volunteers and others who provide services.

Yellow Brick House takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws since **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, volunteers and others who provide goods, services and facilities on behalf of Yellow Brick House.
- Ensure that the training is provided to persons referenced above as soon as practical.
- 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.

Feedback

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

Information and Communications Standards

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

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, working directly with the employee to determine how best to meet their needs.

Website

Yellow Brick House works with its web developer to ensure that the organization's public website and online content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCG) 2.0 Level !!, since January 1, 2021.

Employment Standards

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

Yellow Brick House provides accessible and customized emergency information to employees as soon as the employee asks for it, or when the agency becomes aware that the employee may need an accommodation in an emergency.

We 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.

- Ongoing reviews 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 takes 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 takes 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

Design of Public Spaces Standard

Yellow Brick House does not have public spaces such as recreational trails, outdoor eating spaces or play areas, public outdoor paths of travel or parking lots, service counters, fixed waiting lines or areas with fixed seating.

For More Information

For more information on this accessibility plan, or to provide feedback

Please contact Yellow Brick House at:

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

Text: 1-800-263-3247 or 905-747-0124

E-mail: info@yellowbrickhouse.org

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Richmond Hill ON L4B 1L9

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

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