



## **EYGC Accessibility Policy & Multi-Year Plan**

### **Statement of Commitment:**

East York Gymnastics Club is committed to ensuring equal access and treatment for people with disabilities. We are committed to treating people with disabilities in a way that promotes independence and maintains their dignity. We believe in integration and equal opportunity, and we are committed to meeting the needs of people with disabilities in a timely manner. We seek to remove barriers and prevent them from accessible employment, services, or use of our facility. We will continue to improve our Club and meet the requirements under Ontario's Accessibility laws.

### **Definition**

**Disability-** A disability is a physical or mental condition that limits a person's movements, senses, or activities. Disabilities can originate at birth or follow an injury or illness. They may come in several forms, including visual impairment, deafness/hearing loss, and speech/language impediments. People can also have invisible disabilities that can be cognitive, developmental, intellectual, mental, or sensory.

### **Purpose**

The purpose of this plan is to put into motion our strategy to prevent and remove barriers for people with disabilities. Our goal is to create an environment and experience that is in line with the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code.

### **Employee Training**

New employees must complete Accessibility training within their 3-month probationary period as a new hire. Existing employees were given 3-months from the date of distribution of this updated document to fulfill their training requirements. Employees must complete:

- AODA Online Certification Course <https://aoda.ca/free-online-training/>
- Work-Related Accessibility Training Done in-house at Clinic

Employees may also take Accessible Customer Service Training as an additional aid:  
<https://accessforward.ca/>

With the Accessible Customer Service training, there are 5 modules involving:

- General Requirements
- Information & Communication
- Customer Service Standard
- Employment Standard
- Design of Public Spaces

Employees must submit proof of AODA certification to be included in their employee file. In addition, EYGC will host clinics throughout the year to employees that centers around work-related accessibility as it applies to our facility, services, and coaching a person with a disability.

Training will be logged including names, dates of completion, how it was delivered, and number of people that participated.

### **Information & Communication**

It is our goal to provide and receive information that is accessible to every employee, visitor, and member. This policy is posted in multiple places in the facility and can be made available upon request. All policies and communications can be made available in accessible formats such as digital, large print, plain text files, and word documents. A volunteer can assist in reading them if requested.

Our website is designed with an Accessibility feature to allow information to be readily available to a person with a disability. We also offer multiple methods of communication, including in-person, phone, and email correspondence. EYGC continues to improve and seek out ways to assist staff, visitors, and members with additional communication supports.

Employees may request other accessible formats and EYGC will try to provide it in a timely manner. If it is determined that the request is not reasonably possible, EYGC will notify the person with an explanation. EYGC will also not charge added fees for providing such supports.

EYGC supports feedback and will make the process of providing it accessible to everyone.

### **Emergency Procedures**

EYGC currently has an Emergency Action Plan, a Workplace Health & Safety Policy, and appropriate signage. Employees are trained to manage an emergency and how to handle injuries to its staff and membership. The documents are posted at the facility and can be made available in accessible formats.

## **Customer Service**

EYGC recognizes and understands the importance of meeting the needs of people with disabilities. We work together to provide training to our staff to communicate well with a person with a disability, support the need for service animals and support persons, and the use of assistive devices. We are committed to offer our services and employment in a way that respects those with a disability in the same manner as others. Our staff has been trained to communicate in an equal way with all members, employees, and visitors to the facility.

## **Employment Standards & Accommodation**

EYGC offers equal opportunities to persons with a disability. We are committed to accommodating when possible, throughout the recruiting, interviewing, hiring, and career development processes. We advertise on our website and job postings that we encourage applications from people with disabilities. We also encourage candidates to make requests as soon as possible, and we will ensure that they are consulted. During the hiring process, candidates will be notified about the availability of accommodations and the person with whom they should contact. The ways in which a person with a disability will receive or process information related to work and all other information available to other workers will be discussed. When an employee is promoted/transferred into a new role or receive a performance review, they will have access to documents in multiple formats.

EYGC has created two notable features that may be possible for people with disabilities:

- Individual Accommodation Plan
- Individualized Emergency Response Plan

These two plans cater to the specific needs an employee may require that may be different from other employees.

### Individual Accommodation Plan

When a person requires individual accommodations, a process to create a plan occurs:

Step 1 – An employee can request accommodations. A person responsible for creating a plan will consult with the employee to discuss their needs and allow them to take part in developing it. We will assess the needs together. An employee may also request a representative from the Club be involved. EYGC may consult an outside medical professional/other expert at our expense to determine if accommodations are possible.

Step 2 – EYGC will notify the employee in writing if the accommodation plan was approved or denied in a timely manner. If denied, EYGC will provide an explanation. If approved, the Club will meet with the employee to go over the plan to ensure it meets the employee's needs. We will also include how and when it will be executed. In addition, confidentiality will be maintained while those in direct supervision

of the employee are given directives without disclosing information if necessary. The plan will be provided in writing and available in multiple formats upon request.

Step 3 – We will communicate with the employee frequently about the plan and be available for review or updates as needed.

### Individualized Emergency Response Plan

When a person requires their own emergency response plan, a process to create a plan occurs:

Step 1 – Employee can request a plan. A person responsible for creating a plan will consult with the affected employee. EYGC will also seek out volunteers to help worker in the case of an emergency. EYGC will create the plan in a timely manner.

Step 2 – EYGC will notify the employee in writing when the plan is complete and consult with the employee. The plan will include:

- Name of the worker with a disability
- Where in the facility the employee works
- Include specific information about the workplace in relation to the worker's needs
- Emergency contact information (name, phone number, email, and relation to worker)
- List any assistance methods or equipment needed, how to help, and where equipment is stored

The plan will include ways of alerting a person with a disability in the event of an emergency, include visual and audio alerts. Another employee will also be tasked with personally alerting them, assisting in the exiting of the building, and ensuring those with mobility issues can be assisted. Proper signage is in place and an individual exit plan will be detailed. Staff members that will assist will be trained to offer the best physical support possible. The plan will be provided in writing to the employee, to a supervisor, and to any employees involved in assisting in a timely manner.

Step 3 – We will communicate with the employee frequently about the plan and be available for review or updates as needed.

### Return to Work Process

When an employee is absent from work due to a disability or an injury whereas they require disability-related accommodations to return, a process is put into action:

Step 1 – An accommodation plan is created in a timely manner that includes all steps to be taken to best transition the employee back to work. The plan will include a slow reintegration if circumstances require. The plan will be discussed and created with the employee and copies will be made available in multiple formats.

Step 2 – Before the employee returns to work, other employees that will be involved will be given a copy of the accommodation plan as it relates to their assistance.

Step 3– We will communicate frequently about the plan and be available for review or updates as needed.

### **Design of Public Space**

Walkways are accessible to the main entrance door and there are two wider parking spots that are van-accessible and designated for disabled persons. The facility has one ground floor and all pathways are wide with firm flooring. Viewing areas are also accessible and offer viewing windows that are low enough to meet the needs of people in a wheelchair. Chairs and tables are available and accessible. We have one accessible washroom complete with handrails located in the recreational gym. Assistance can be provided for its use.

Certain areas of the gym floor are accessible; however, it is not possible for the entire gym to be accessed due to the setup of the equipment being uneven with cables and matting. The washroom is equipped with handrails and an appointed staff member can be available to assist a disabled employee, visitor, or member. Our office staff will accommodate persons with a disability by allowing entry into the office for any customer assistance. Signage for emergency exits and alerts are in place in the event of an emergency. All required documents and policies are available for employees in the Coaches Room and can be made available in multiple accessible formats. Maintenance and review of Accessibility plans and features are done regularly.

## Multi-Year Accessibility Plan

East York Gymnastics Club believes that efforts to become the most accessible facility possible is an ongoing process. Though we feel that we offer an environment that accommodates all persons, we are committed to constant improvements for the betterment of our staff, members, and visitors. It is our goal to identify any possible barriers for people with a disability and work toward removing them. This plan is in compliance with the requirements set by the Government of Ontario.

Potential Barriers:

### Facility

- 1) No automatic door
- 2) Service counter accessible for those in a wheelchair located in office, signage for it
- 3) 2 of 7 emergency exits accessible without stairs
- 4) Gymnastics area with uneven surfaces
- 5) Emergency exit signs all in functioning order

### Communications

- 1) Accessible website
- 2) Documents offered in multiple formats, large print, etc.

### Training

- 1) Training for managing situations with people with disabilities
- 2) In-house training with staff

## 2023

For 2023, EYGC will be putting the following into place:

- 1) Create, distribute, and enact this policy and plan
- 2) Create accessible website
- 3) Offer documents in large print and Word (screen reader friendly)
- 4) Offer assistance to those requiring an accessible washroom
- 5) Repair lights for emergency exits, signage for washrooms and service counter
- 6) Training for staff on coaching gymnasts with disabilities (completed)
- 7) File Accessibility Compliance Report by December 31
- 8) Complete Annual Status Report by December 31

## 2024

By the end of 2024, EYGC will be compliant with all Accessibility requirements from the Government of Ontario:

- 1) File Accessibility Compliance Report
- 2) Complete Annual Status Report
- 3) Review of the Accessibility Policy, this Plan, Accommodation Plan, and Emergency Response Plan

Exceptions for Accommodation:

The following items have been reviewed and EYGC believes alternate accommodations will fulfill the needs of those staff, members, and visitors:

- 1) Service counter: EYGC will accommodate those individuals by inviting them directly into the office area for service.
- 2) Emergency Exits: EYGC believes that the two main entrances in the front of the building are adequate in the event of an emergency. Staff will be made aware by way of an Emergency Response Plan for staff or members, and an arrangement for the security of those with disabilities will be made.
- 3) Self-access to washroom: EYGC will enlist the help of a staff member to guide an individual to the washroom, as any non-participant in the gym would need for insurance purposes.
- 4) Uneven Surfaces: It is not possible to make the gymnastics training area level, however pathways will be maintained and cleared for those that require it.
- 5) Training: EYGC will seek out additional training for its staff on how to best manage situations with or involving people with a disability.