



## Accessibility Standards for Manitobans - Policy

Revision date: February 2024

### Introduction

The YMCA-YWCA of Winnipeg is committed to providing excellent service to all members, participants, employees, and volunteers. This commitment is based on the principles of independence, dignity, integration, and equal and equitable opportunity for people with disabilities.

This policy has been created in compliance with the Standard Regulations under the *Accessibility for Manitobans Act, 2013 (AMA)* and the YMCA-YWCA is dedicated to fulfilling its current and ongoing obligations under the AMA and the Manitoba Human Rights Code, ensuring no discrimination takes place.

### Scope

This policy applies to all YMCA-YWCA programs, services, and facilities, and their staff, including volunteers.

### Customer Service Standard

#### Communication

The YMCA-YWCA will ensure that we communicate with people in a way that is tailored to their accessibility needs. If someone requests alternative formats or communication support, we will provide it in a timely manner without any additional cost, or at a cost that is no more than the cost charged to others. However, if we are unable to convert the information into an alternative format, we will provide a summary of the information along with an explanation of why it is not possible to convert it.

#### Assistive Devices

We are committed to accommodating people who use assistive devices while accessing our services, programs, and facilities. Our staff is trained in how to use our on-site assistive devices.

#### Support Persons

We are pleased to welcome people accompanied by a support person. A support person is someone who accompanies a person with a disability to help them obtain, use, or benefit from our programs/services. Support persons may also assist with communications, mobility, personal care, or medical needs. Our programs and facilities will ensure that people always have access to their support person.

In most cases, program fees will be waived for the support person, provided they remain with the person they are helping throughout their visit and while they are on YMCA-YWCA property. However, if the support person is not solely dedicated to the individual they are accompanying or is using a program or service for their benefit, there will be a fee charged.

Additionally, if a program or registration fee includes costs such as food or transportation, the support person may be required to cover those costs for themselves. We will notify the support person in advance of any payable fees.

We may require someone to be accompanied by a support person if it is necessary to protect their health or safety and that of others.



### Service Animals

We are happy to welcome people who are accompanied by service animals. According to the Manitoba Human Rights Code, a service animal is defined as an animal that has been trained to assist a person with a disability that relates to that person's disability. People accompanied by service animals are allowed to access all areas generally open to the public unless prohibited by law. At the Y, service animals are not permitted in the pool or hot tub but are welcome in all other areas. Service animal owners are responsible for always maintaining proper care and control of their animals.

If it is not clear whether an animal is a service animal, our staff may ask if the animal is trained to assist them with a disability before allowing access to programs, services, and facilities.

### Maintaining Barrier-Free Access

We are dedicated to evaluating and creating physical spaces that provide barrier-free access for everyone. If any physical or architectural barriers exist, we will try to provide alternate access to our programs, services, and facilities wherever possible to the point of undue hardship.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption in our programs, services, or facilities, we will notify individuals with disabilities as soon as possible. The notification will include the reason for the disruption, how long it's expected to last, and information about alternative facilities or services that may be available. The notice will be posted clearly on the premises and may also be provided online, via social media, telephone calls or voicemails, or directly by our staff.

### Training

We provide training to all employees and volunteers within three (3) months after being hired. They will also be trained when changes are made to this policy. Other training will be provided as needed.

Training will include:

- a review of the purposes of the AMA and its regulations;
- YMCA-YWCA of Winnipeg policies related to the AMA and its standards;
- how to interact and communicate with customers with various accessibility needs;
- how to interact with customers who use assistive devices, service animals or support persons;
- how to use the equipment or devices that are located on our premises that may assist with the provision of programs and services to customers; and
- what to do if a customer is having difficulty accessing programs, services or facilities.

We will keep a record of who attended training, which training they attended, and when the training was completed.

## Employment Standard

### Recruitment, Selection, and Hiring

We inform all potential employees that accommodations are available during the recruitment and selection process. To ensure that applicants are aware of this, an accommodation statement is posted on our applicant web portal and any printed job postings. When hiring employees, we inform them of our policies regarding workplace accommodation for employees with disabilities.



## YMCA-YWCA of Winnipeg

### Reasonable Accommodation

Employees are provided with information on reasonable accommodation measures, policies, and practices for employees with disabilities. For more details, employees and volunteers can refer to policies HR 2.05 - Reasonable Accommodation and HR 2.06 – Safe Return to Work After Leave.

### Communication

We are committed to accommodating the accessibility needs of our employees by providing them with workplace information and communications that are easily accessible. We will notify our employees about the availability of alternate formats and communication supports. If an employee requests an alternative format or communication support, we will provide or arrange for it in a timely manner, at no cost or at a cost that is no more than what we charge others. If we are unable to convert the information, we will provide a summary of the information and an explanation as to why it cannot be converted.

### Individualized Accommodation Plans and Return to Work

Upon request, we will create individualized accommodation plans for employees with disabilities. For more details, employees and volunteers can refer to policies HR 2.05 - Reasonable Accommodation and HR 2.06 – Safe Return to Work After Leave.

### Managing Performance and Career Development

We strive to ensure that any accommodations made in the workplace do not negatively affect any employee's ability to perform their duties or their ability to access career development opportunities. Employees with disabilities will not be negatively impacted by their accommodation plans. We will remove barriers that impact employees' ability to perform their job effectively.

### Emergency Response

Managers are responsible for ensuring the safety of employees who have a temporary or permanent disability. A protocol for emergency response will be set up at the employee's worksite and will be specific to their individual needs. The employee must give permission to share their information with designated emergency assistance persons. This person will need to agree to take on the role of emergency assistant and will be given direction on how to assist and support the employee in case of an emergency.

### Privacy and Confidentiality

At the YMCA-YWCA, we take the privacy and confidentiality of our employees' personal information and personal health information very seriously. We only collect, use, and disclose this information when it is necessary for accommodations unless the employee has agreed otherwise. Additionally, we comply with other privacy legislation, such as The Freedom of Information and Protection of Privacy Act (Manitoba) and The Personal Health Information Act (Manitoba), to ensure the protection of our employees' privacy.

### Training

We provide training on this Standard to all employees in leadership positions within three (3) months after being hired. They will also be trained when changes are made to this policy. Other training will be provided as needed.

Training will include:

- an overview of the AMA, its regulations and The Human Rights Code;



## YMCA-YWCA of Winnipeg

- YMCA-YWCA policies and practices related to the AMA and its standards;
- how to make employment opportunities accessible to people with disabilities; and
- how to interact and communicate with applicants and employees who face barriers, use assistive devices, or are assisted by a support person or service animal.

We will keep a record of who attended training, which training they attended, and when the training was completed.

### Feedback process

We value feedback on our accessibility services. By providing feedback, you help us identify and respond to any barriers, concerns, and areas for improvement. You can contact your local YMCA-YWCA Community Hub Manager or call 204.832.7002 to share your feedback. Alternatively, you can provide your feedback in writing to:

[WIN-accessibility@ymanitoba.ca](mailto:WIN-accessibility@ymanitoba.ca)

People & Culture  
3550 Portage Avenue  
Winnipeg, MB  
R3K 0Z8

We will review all feedback and send an acknowledgment within five (5) business days. If you have a disability and need accessible formats or communication support, please let us know, and we will provide or arrange for them.

### Modification to this or other policies

The YMCA-YWCA of Winnipeg is dedicated to continuously reviewing its policies, practices, and procedures. Any policy, practice, or procedure that fails to uphold and encourage dignity, independence, integration, and equal and equitable opportunity for everyone will be revised or removed.

This policy is publicly available and, upon request, available in alternative accessible formats.