



## Accessibility Status Report – 2017

### **Accessibility Policies:**

- Reviewed and amended Accessibility Policy
- Reviewed and amended Compliments and Concerns Policy
- Reviewed and expanded Return to Work Policy including adding a psychological functional ability component.
- Expanded staff training on Accessibility
- Developed and initiated Accommodation Policy and procedures
- Policies made available in alternate format as requested
- Sub Committee developed to address OADA policy requirements
- Policies posted internally where required and on the public website as relevant.

### **Accessibility Plan**

- Developed 2017-2021 Multi-Year Accessibility Plan that confirms CMHAFF commitment to an inclusive and accessible environment in which members of the public have equitable access to its services and are treated with dignity and respect.
- The 2017-2021 Multi-Year Accessibility Plan is posted on the CMHAFF Website.
- The 2017-2021 Multi-Year Accessibility Plan will be reviewed and updated in 2018.

### **Training**

- All Staff have completed Accessible Customer Service training and Integrated Accessibility Standards Regulation (IASR) through on-line training and training certifications.
- Policy amendments have been communicated to all staff

### **Information and Communications**

- Reviewed and amended compliance process.
- Ensured website meets WCAB 2.0 Level A
- Training provided to adapt organizational materials to accommodate alternate formats.
- Required compliance achieved with alternate formats.
- Plan developed to adapt all relevant documents to be consistently and readily available in alternative formats.

- Training sessions provided to staff on new and amended policies.
- Posted information regarding access to accessible documents.
- Reviewed and amended recruitment practices.

### **Employment**

- The CMHAFF is committed to an accessible recruitment and selection process.
- Individual accommodation plan processes have been developed and return to work processes changes to reflect an accessibility lens.
- Employees' accessibility needs are considered for all employment opportunities.

### **Procurement**

- The CMHAFF is committed to incorporating accessibility criteria when procuring or acquiring goods, services, or facilities except where it is not practical to do so.

### **Built Environment**

- The CMHAFF is assessing each of our service building environments, including public spaces and making any changes as required and where practical.
- Parking space for person(s) with a disability initiated at 612 Portage Avenue, Fort Frances.

The CMHAFF exceed 50 employees in October of 2017. While OADA compliance has been met, there is a recognition and desire to create a more fulsome Accessibility Plan through 2018.