



**Canadian Mental
Health Association**
Fort Frances Branch
Mental health for all

Multi-Year Accessibility Plan 2017-2021

This Multi-Year Accessibility Plan outlines the policies and actions that CMHAFF is committed to addressing to improve equity and opportunity for persons with disabilities. We are committed to meeting the needs of people with disabilities in a timely manner and will do this by preventing, identifying and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontario with Disabilities Act (AODA). The intent of this Multi-Year Plan is to assist in recording and addressing the requirements under the AODA's key areas including Customer Service, Information and communication, Employment and Design of Public Spaces and Transportation.

Accessibility Requirements	Due Date	Completion Status
Customer Service Standard		
CMHAFF is committed to excellence in serving all customers including people with disabilities.		
Accessible Customer Service Policy and Procedures <ul style="list-style-type: none"> • Develop, implement and maintain policies and procedures on providing goods and services to persons with disabilities. • Policies will address: <ul style="list-style-type: none"> ○ Provision of goods and services to persons with disabilities ○ Use of Assistive Devices ○ Use of Guide Dogs, Service Animals and Service Dogs ○ Use of Support Persons ○ Training ○ Feedback Process ○ Communication Supports 	January 2012	Completed with ongoing implementation as needed
Notice of Temporary Disruptions	January 2012	Completed with

<ul style="list-style-type: none"> • Provide public notice of disruption in facilities or services by posting on premises and on website, including reason for disruption, anticipated duration and description of alternatives. 		ongoing implementation as needed
<p>Training</p> <ul style="list-style-type: none"> • Provide training to all employees, volunteers, contractors, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development of policies and procedures. • Training includes: <ul style="list-style-type: none"> ○ Overview of the Accessibility for Ontarians with Disabilities act, 2005 and the requirement of the Customer Service Standard. ○ Policies and procedures related to the Customer Service Standard. ○ Instructions on interaction with people with disabilities who require assistive devices; require the assistance of a guide dog, service animal or service dog; or require the assistance of a support person. ○ Instructions on assisting a customer with a disability that is having difficulty accessing services. ○ Maintain training records. 	January 2012	Completed, with ongoing implementation as needed
<p>Feedback Process</p> <ul style="list-style-type: none"> • Establish process for receiving and responding to customer feedback. • Ensure that processes are accessible to persons with disabilities by providing accessible formats and arranging for communication supports upon request • Provide multiple feedback formats including in person, by mail, email or website. • Notify public of feedback process. 	January 2012	Completed, with ongoing implementation as needed
<p>Integrated Accessibility Standard Regulation</p>		
<p>CMHAFF will meet the requirements under the Integrated Accessibility Standards Regulation.</p>		
<p>Corporate Accessibility Policy and Procedures</p> <ul style="list-style-type: none"> • Develop, implement and maintain policies and procedures on the requirements of Integrated Accessibility Standards Regulation. • Policy will address: <ul style="list-style-type: none"> ○ Information and Communication Standard 	January 2014	Completed, with ongoing implementation as needed

<ul style="list-style-type: none"> ○ Employment Standard ○ Design of Public Spaces Standard ○ Training ○ Feedback Process 		
<p>Multi-Year Accessibility Plan</p> <ul style="list-style-type: none"> ● Establish, implement and maintain a multi-year accessibility plan outlining the strategy to prevent and remove barriers for people with disabilities. ● Prepare annual status report ● Post Multi-year accessibility plan and annual status report on website 	January 2014	Complete, with ongoing implementation as needed
<p>Accessibility Report</p> <ul style="list-style-type: none"> ● Complete government accessibility report, as required 		Completed, with ongoing implementation as needed
<p>Procurement</p> <ul style="list-style-type: none"> ● Consider accessibility features when procuring goods, services related elements or facilities. 		Completed, with ongoing implementation as needed
<p>Training</p> <ul style="list-style-type: none"> ● Provide training to all employees and volunteers and all other persons who provide goods, services or facilities on behalf of the organization; and all persons who participate in developing the organizations policies and procedures. ● Training includes: <ul style="list-style-type: none"> ○ Overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards. ○ Overview of the Human Rights Code as it pertains to persons with disabilities. ○ CMHAFF policies and procedures related to the Integrated Accessibility Standards. ● Provide training on an ongoing basis to reflect any changes to legislation or policies and procedures. 		Completed, with ongoing implementation as needed

<ul style="list-style-type: none"> • Maintain training records 		
Feedback Process <ul style="list-style-type: none"> • Establish process for receiving and responding to corporate feedback. • Provide multiple feedback formats including in person, by mail, email or website 	January 2012	Completed, with ongoing implementation as needed
Information and Communication		
<p>CMHAFF 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.</p>		
Accessible Formats and Communication Supports <ul style="list-style-type: none"> • Upon request, provide or arrange the provision of accessible formats and communication supports to persons with disabilities: <ul style="list-style-type: none"> ○ In a timely manner that takes into account the person's accessibility needs. ○ At a cost that is no more than the regular cost charged to other persons. • Consult with the person making the request to determine the suitability of an accessible format or communication support. • Notify public about availability of accessible formats and communication supports. 		Completed, with ongoing implementation as needed
Accessible Website and Web Content <ul style="list-style-type: none"> • Internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A. • Implement new website 	January 2014	Completed, with ongoing implementation as needed
Website and Web Content <ul style="list-style-type: none"> • Internet website and web content conforms with WCAG 2.0 Level AA • (excluding live captioning and audio description) 	January 2021	In progress
Educational and Training Resources or Materials <ul style="list-style-type: none"> • This section of the Integrated Accessibility Standard does not apply to CMHAFF (applies to educational and training institutions such as Colleges and Universities), however we will endeavor to: <ul style="list-style-type: none"> ○ Provide educational and training resources or materials to our 		Completed, with ongoing implementation as needed

employees in an accessible format, as required.		
Emergency and Public Safety Information <ul style="list-style-type: none"> • Provide emergency and public information in an accessible form or with appropriate communication supports upon request. 		Completed, with ongoing implementation as needed
Notice of Temporary Disruption <ul style="list-style-type: none"> • Provide public notice of disruption in facilities or services by posting on premises and on website, including reason for disruption, anticipated duration and description of alternatives. 		Completed, with ongoing implementation as needed
Employment		
CMHAFF is committed to fair and accessible employment practices.		
Recruitment Process <ul style="list-style-type: none"> • Notify public about the availability of accommodation. • Provide suitable accommodation during the recruitment, assessment and selection processes that take into account the applicant's accessibility needs due to disability. 	January 2016	Completed, with ongoing implementation as needed
Informing Employees of Supports <ul style="list-style-type: none"> • Inform all employees of policies used to support and accommodate employees with disabilities. • Provide information to new employees • 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. 	January 2016	Completed with ongoing implementation as needed
Accessible Formats and Communication Supports for Employees <ul style="list-style-type: none"> • Provide accessible formats or communication supports upon request and as required. • Consult with employees to determine the suitability of an accessible format or communication support. 	January 2016	Completed with ongoing implementation as needed
Workplace Emergency Response Information <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to help employees with disabilities when needed. 	January 2012	Completed, with ongoing implementation as

<ul style="list-style-type: none"> • If an employee who received individualized workplace emergency response information requires assistance, and with the employee’s consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee. • Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodation needs or plans are reviewed; or when the employer reviews its general emergency response policy. 		needed
<p>Individual Accommodation Plans</p> <ul style="list-style-type: none"> • Employees requesting individual accommodation plans may participate in the development of the plan. • The employee is assessed on an individual basis. • The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved. • Privacy protection of the employee’s personal information. • Frequency with which the individual accommodation plan will be reviewed and updated, the manner in which the reasons for the denial will be provided to the employee. • Individual accommodation plans are in an accessible format that takes into account the employee’s accessibility needs due to disability. 	January 2016	Completed, with ongoing implementation as needed
<p>Return to Work Process</p> <ul style="list-style-type: none"> • Develop and implement return to work processes. • Outline the steps the employer will take to facilitate the return to work of employees who were absent due to disability. • Use documented individual accommodation plans. 	January 2016	Completed, with ongoing implementation as needed
<p>Performance Management, Career Development and Advancement</p> <ul style="list-style-type: none"> • Ensure that performance management, career development and advancement takes into account the employee’s accessibility needs. 	January 2016	Completed, with ongoing implementation as needed
Design of Public Spaces		

<p>CMHAFF will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. This includes service related elements such as outdoor paths of travel</p>		
<p>Maintain Accessible Elements of the Public Spaces</p> <ul style="list-style-type: none"> • Develop and implement preventive and emergency maintenance procedures for the accessible parts of our public spaces (such as snow removal). • Post Disruption in Service Notices when regular maintenance occurs and advise people of available alternatives. 	<p>January 2017</p>	<p>Compliant, with ongoing implementation as needed</p>
<p>Exterior Paths of Travel</p> <ul style="list-style-type: none"> • In the event of construction new or redeveloping our existing exterior paths of travel, we will ensure that the exterior path has the following (see more detailed specifications, DOPS, Part 4.1): <ul style="list-style-type: none"> ○ Minimum clear width of 1500 mm (1200 mm if necessary); ○ Appropriate head room clearance; ○ That the ground surface is firm and slip resistant; ○ That openings in the surface will not allow passage, as required; ○ That the running slope, cross slope, bevel and curb ramps, ramps, landings, guardrails, handrails and stairs meet the requirements; and ○ The entrance minimum provides a clear opening of 850 mm regarding a gate, bollard, or other entrance design. 	<p>January 2017</p>	<p>Compliant, with ongoing implementation as needed</p>
<p>Accessible Parking</p> <ul style="list-style-type: none"> • In the event of constructing new or redeveloping existing off-street parking facilities, we will ensure the following (see more detailed specifications, DOPS, Part 4.1): <ul style="list-style-type: none"> ○ One parking space for the use of persons with disabilities, which meets the requirement of a Type A parking space, where there are 12 spaces or fewer; ○ The Type A parking space is wider with a minimum width of 3,400 mm and signage that identifies the space as “Van Accessible”; ○ The “Type A” parking space is distinctly indicated by erecting an accessible permit parking sign in accordance with Regulation 581, Section 11 (Accessible Parking for Persons with Disabilities) made 	<p>January 2017</p>	<p>Compliant, with ongoing implementation as needed</p>

<p>under the Highway Traffic Act;</p> <ul style="list-style-type: none"> ○ The “Type A” parking space must also include signage that identifies the space as “Van Accessible”; and ○ Include an Access Aisle and High Tonal Contract Diagonal Markings to discourage parking on them. 		
<p>Accessible Service Counters and Waiting Areas</p> <ul style="list-style-type: none"> • In the event of constructing new or redeveloping our existing service counters or waiting area, we will ensure they meet the technical requirements as outlined in s.80(41-43) of the IASR 	January 2017	Compliant, with ongoing implementation as needed

FOR MORE INFORMATION

For Further information on this accessibility plan, please contact the Executive Director at:

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