



# Multi-year Accessibility Plan

This 2019-2024 accessibility plan outlines the policies and actions that Canadian Mental Health Association Waterloo Wellington (CMHA WW) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR).

## Statement of Commitment

CMHA WW strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities.

CMHA WW will make every reasonable effort to:

- Provide services in a way that respects the dignity and independence of people with disabilities.
- Give people with disabilities the same opportunity to access services and allow them to benefit from the same services in the same place and in a similar way as other persons supported unless an alternate measure is necessary to enable the person access to services.

Communicate in a manner that takes into account the person's disability, e.g. Use of an interpreter, sign language, communication board, information in a written format, etc.

CMHA WW is committed to identifying, preventing and removing barriers that may impede the ability of a person with a disability from accessing services, and to comply fully with the Ontario Regulation 429/07 of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

The plan is reviewed and updated at least once every 5 years.

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<b>General Requirements and Training</b>			
<b>Requirement</b>	<b>Current Plan</b>	<b>Responsibility</b>	<b>Status</b>
Establishment of accessibility policies	Accessibility policy established September 2015, reviewed every 2 years.	Director, People and Culture	Complete
Consider accessibility when procuring or acquiring goods, services or facilities	CMHA WW will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.	*not required for not-for-profit organizations	As needed
Consider accessibility when purchasing or designing self-service kiosks	We do not currently have any self-service kiosks however we will apply required accessibility guidelines should kiosks be made available.	Responsible person in consultation with Human Resources	As needed
Training for employees and volunteers on AODA and the Human Rights Code; as well as changes to policies and keep records of training	We train every person as soon as reasonable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.	Human Resources	Ongoing
Create a multi-year plan and post on website in an accessible format	Plan is available on the agency website.	Human Resources	Complete
File accessibility compliance report	Deadline extended to June 30, 2021.	Human Resources	Complete
<b>Customer Service Standards</b>			
Develop, implement, and maintain policies regarding the provision of goods, services, or facilities to persons with disabilities	Accessibility policy, effective September 2015, reviewed every two years.	Director, People and Culture	Complete
Provide one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available upon request	Policy is provided upon request and on the website. We will attempt to accommodate all requests for information in alternate formats upon request.	Director, People and Culture	Complete



Assistive Devices	A person with a disability may provide their own assistive device. Assistive devices available on our premises will be available for the use of persons with disabilities. Direction on the use will be provided where applicable.	Director, People and Culture	Complete
Service Animals	A person with a disability is permitted to enter our facilities with their service animal and keep their service animal with them.	Director, People and Culture	Complete
Support Person	A person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	Director, People and Culture	Complete
Admission charge for a support person	If an amount is payable by a support person for admission to an event or activity in conjunction with services of the organization (i.e. attendance at a workshop), consideration will be given to reduce the cost by basing the fee on a cost recovery model where possible.	Director, People and Culture	Complete
Temporary Disruption to Services	We will make reasonable efforts to provide prior notice of disruptions. Notices are posted as applicable. e.g. elevator under maintenance.	Director, People and Culture	Complete
<b>Information and Communications Standard</b>			
Feedback	Upon request we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. Feedback can be made via telephone (1-844-264-2993 ext. 1800), company website, TTY, in writing or by email, or in person, or otherwise.	Risk & Quality	Complete



	The feedback form can be found in paper version on site or through our website or is available upon request.		
Emergency procedures, plan or public safety information	CMHA WW is committed to providing publicly available emergency information in an accessible way upon request. We are not considered an obligated organization.	Health & Safety	As Requested
Accessible websites and web content	Ensure that our internet and web content complies with WCAG 2.0 Level AA by January 2021.	Communications and IT	January 2021
<b>Employment Standard</b>			
Recruiting and hiring	Applicants are notified on job postings that CMHA WW is an equal opportunity employer and that an accommodation is available for the recruitment, assessment and selection processes upon request. Accessible formats and communication supports are available upon request. When making offers of employment, successful applicants are notified of our policies for accommodating employees with disabilities.	Human Resources	Complete, ongoing
Information and communication supports	New employees are informed of our policies used to support our employees with disabilities, including the Accessibility Policy and the Accommodation Policy. Employees are notified of any changes to existing accommodation policies.	Human Resources	Complete, ongoing
Workplace Emergency Response Information	If a worker needs help in an emergency an individualized emergency response plan will be created upon request.	Human Resources	Complete, as needed
Documented Individual Accommodation Plans	Plans are developed and documented for employees with disabilities upon request. Refer to Accommodation Policy for details.	Human Resources	Complete, as needed
Return to Work Process	Return to work process in place for employees who have been absent from work due to a disability and require	Human Resources	Complete, as needed



	disability-related accommodations in place in order to return to work. Refer to Return to Work Policy for details.		
Performance management and career development	CMHA WW has accessible performance management and career development processes. A worker's disability will be considered when giving feedback and the individual.	Human Resources	Add language to Performance policy
Redeployment	Accessibility needs of employees with disabilities, as well as individual accommodation plans, are taken into account when redeploying employees with disabilities (as an alternative to layoff).	Human Resources	Complete
<b>Design of Public Spaces (Accessibility Standards for the Built Environment)</b>			
Make exterior paths of travel accessible	CMHA WW will meet accessibility laws when building or making major changes to public spaces. Fergus improvements planned for the parking lot and sidewalks: Lower section – Spring/Fall 2019 Upper section – Fall 2020	Facilities	As needed
Make parking accessible (off-street)	CMHA WW will meet accessibility laws when building or making major changes to public spaces.	Facilities	As needed
Make service counters, queuing guides and waiting areas accessible	CMHA WW will meet accessibility laws when building or making major changes to public spaces.	Facilities	As needed
Maintain the accessible parts of your public spaces	CMHA WW is committed to maintaining the accessible parts of our public spaces.	Facilities	Ongoing, as needed

**Our accessibility plan is publicly posted at:** [www.cmhaww.ca](http://www.cmhaww.ca)

**For more information on this accessibility plan, please contact:** 1-844-CMHA-WW3 (2642-993) ext. 1800 or [corporate@cmhaww.ca](mailto:corporate@cmhaww.ca)

**Standard and Accessible formats of this document are free on request from:**

[corporate@cmhaww.ca](mailto:corporate@cmhaww.ca) or 1-844-CMHA-WW3 (2642-993) ext. 1800

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