



Policy Title:	Accessibility – Information and Communication	Policy # HR P 157	Page 1 of 4
Author:	Director, People and Culture	Effective Date: December 2025	
Approved by:	Approver	Reviewed: Next Review: December 2027	

POLICY STATEMENT (INCLUDING SCOPE)

Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation for the Information and Communications Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

This policy applies to the provision of information and communications services and materials for people with disabilities. All information and communications materials and services provided by the Canadian Mental Health Association Waterloo Wellington (CMHA WW) shall follow the principles of dignity, independence, integration and equal opportunity.

1.0 INTENDED OUTCOME

To communicate expectations and guidelines regarding accessible = information and communication. This policy also outlines the general requirements that apply across all four accessibility standards.

2.0 DEFINITIONS

Staff/Employee/Worker	Used interchangeably and includes employees (full-time, part-time as well as occasional and seasonal). This also includes persons performing work or supplying services without compensation as part of an approved post-secondary program (for e.g., student placement). As well as unpaid secondary school students who are participating in a work experience program, authorized by the school board operating the student’s school.
Disability	For the purposes of this policy ‘disability’ is defined according to the Accessibility for Ontarians with Disabilities Act 2005 as: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, (b) a condition of mental impairment or a developmental disability, (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, (d) a mental disorder, or HR P 155 – Accessibility Page 2 of 5 (e) an injury or disability for which benefits were claimed or received

	under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)
Workplace	Any place a worker is being paid or directed to work from or be near.
Accessible Formats	Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities
Communication Supports	Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
Conversion Ready	An electronic or digital format that facilitates conversion into an acceptable format.

3.0 POLICY

3.1 General Requirements

General requirements that apply across all of the four (4) standards: Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

3.1.1 Establishment of Accessibility Policies and Plans

CMHA WW will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

CMHA WW will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

CMHA WW will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR.

3.1.2 Training Requirements

CMHA WW will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing CMHA WW policies, and all other persons who provide goods, services or facilities on behalf of CMHA WW.

Training will be provided as soon as is reasonably practicable, but no later than January 1, 2015. Training will be provided on an ongoing basis to new employees and as changes to CMHA WW accessibility policies occur.

3.1.3 Records

CMHA WW will maintain records on the training provided, when it was provided and the number of employees that were trained.

3.2 Feedback Process

CMHA WW will ensure that all feedback processes (both internal and external) are made accessible to customers or employees, upon request.

3.3 Accessible Formats and Communication Supports

Unless deemed unconvertible, CMHA WW will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

CMHA WW will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

CMHA WW will make the availability of accessible formats and communication supports publicly known.

3.4 Accessible Websites and Web Content

CMHA WW will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the IASR.

3.5 Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the Agency does not control either directly or indirectly through a contractual relationship.

3.6 Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, CMHA WW will ensure that the individual who made the request is provided with an explanation and a summary of the information.

CMHA WW will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

3.7 Review

This policy will be reviewed regularly to ensure that it is reflective of CMHA WW current practices and legislative requirements.

3.8 Contact Information

Human Resources Department
CMHA Waterloo Wellington
737 Woolwich Street
Guelph, Ontario N1H 3Z2
Email: recruitment@cmhaww.ca
Phone: 519-821-2060
Confidential Fax: 519-821-9865

4.0 REFERENCE DOCUMENTS

- Accessibility for Ontario with Disabilities Act, 2005

5.0 ASSOCIATED DOCUMENTS

- [HR P 155 Accessibility – Customer Service Standard](#)
- [HR P 156 Accessibility – Employment Standards](#)