

CMHA Toronto Multi-Year Accessibility Plan – 2013 - 2017

CMHA Toronto Multi-Year Accessibility Plan describes how we will fulfill our organizational obligations under the AODA, Integrated Accessibility Standards Regulation (*O. Reg. 191/11, s. 4 (1) (2)*). Meeting Ontario's accessibility laws will help us eliminate barriers that prevent individuals from benefiting from the services that our organization provides. This 2013 -2017 accessibility plan outlines the policies and actions that CMHA Toronto will put in place to improve opportunities for everyone.

The multi-year plan has been developed around the following initiatives:

- **General Requirements - Policy and Procedure** - Identification of accessibility barriers and implementation of solutions to prevent and remove them throughout the organization
- **Customer Service** - Provision of accessible customer service in response to the diverse needs
- **Information and Communications** - Provision of information and communications in accessible and alternate formats
- **Employment** - Full participation of persons with disabilities in organizational employment activities
- **Transportation** – Make every effort to assist with accessible public and private transportation where applicable
- **Built Environment** - greater accessibility into, within, out of and around CMHA operated facilities, and public spaces

Commitment Statement:

Canadian Mental Health Association Toronto (CMHA) is committed to identifying barriers and gaps in existing services and facilities and continuously strives to improve accessibility for all. CMHA will meet the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to programs, goods, services and facilities in a way that will take into account their disability.

Accomplishments - Accessible Customer Service Standard regulation implementation

The following items represent achievements and initiatives which have improved accessibility:

#	Focus Area	Achievements & Initiatives
1	Customer Service Policy	<ul style="list-style-type: none"> - Meets all the requirements of the customer service regulation. - Continued development and delivery of accessible customer service training in various formats - Continued implementation for the Customer Service Standard - Implemented AODA Notice of Temporary Service Disruption
2	Accessibility training	<ul style="list-style-type: none"> - Delivered online e-learning courses to employees - Training to be offered twice yearly
3	Employment	<ul style="list-style-type: none"> - Developed form for staff to complete identifying whether or not they require assistance during workplace emergencies or evacuations; will be included in orientation package - Creation of template document to be used to develop individual workplace emergency response plans with employee(s) taking into consideration individual accommodation needs
4	Design	<ul style="list-style-type: none"> - Minor improvements (installation and adjustments to grab bars, paper towel and toilet dispensers etc) completed in various facilities such as Safebed & SRC Pathways
5	Barrier Identification	<ul style="list-style-type: none"> - Reviewed with staff organizational events relating to addressing accessibility - Physical access site audits completed at all sites - New audits to take place in 2014 to indentify barriers in a timely manner

For more information

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Alternative accessible formats of this document are available free upon request

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Action Required		Timeline						Responsibility
		2012	2013	2014	2015	2016	2017	Responsibility
	General Requirements – Policy and Procedure							
1	Outline the agency’s strategy to prevent, identify and remove barriers and meet the requirements of the AODA and accompanying accessibility standards							Accessibility Committee
2	Provide an annual status report on the progress of the plan’s implementation							Accessibility Committee
3	Annual review of existing accessibility related documents using diversity lens							Health Equity Team
4	Conduct a comprehensive review of the plan at least every five years							Management Team Sub-Committee
5	Training on the Integrated Accessibility Standards Regulation and Ontario Human Rights Code (2014)							
6	Develop and deliver mandatory accessibility training applicable to all employees, volunteers and third parties. Provide training in multiple formats (i.e. face-to face training sessions, e-learning, tailor to employee duties)							Accessibility Committee
	Customer Service							
7	Customer Feedback Mechanisms Monitor current customer feedback mechanisms and look to increase feedback/engagement with persons with							Accessibility Committee

	disabilities							
8	Ensure feedback processes are accessible to persons with disabilities							Management Team
9	Continue to conduct, assess and review accessible customer service training for staff volunteers and third parties							Accessibility Committee
10	Review/revise procurement process and guiding documents to incorporate accessibility criteria and features when procuring and acquiring goods, services or facilities							Finance Dept
Communication & Information								
11	Provide publically available emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, upon request.							Accessibility Committee
12	Notify the public about the availability of accessible formats and communication supports							Accessibility Committee
13	Conduct website audits Achieve compliance with the Web Content Accessibility Guidelines (WCAG) to ensure that websites and web content are accessible to people with disabilities. Compliance with WCAG 2.0 Level A							Accessibility Committee/ Mental Promotion
Employment Employee Employment Accommodations								
14	Provide individualized workplace emergency response information to employees who have a disability.							Human Resources
15	Notify job applicants participating in assessments about accommodation availability upon request							Human Resources

16	When making offers of employment, notify successful applicants of policies for accommodating employees with disabilities							Human Resources
17	Inform all current and new employees of policies used to support employees with disabilities							Human Resources
18	Provide or arrange for the provision of accessible formats and communication supports for employees							Human Resources
19	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities							Human Resources
20	Develop and have in place a return to work process for employees who have been absent from work due to a disability							Human Resources
Transportation								
21	Provide accessibility training including emergency preparedness and rescue procedures to staff							Accessibility Committee
Built Environment Maintenance, Renovations and Retrofits								
22	Conduct accessibility audits							Accessibility Committee
23	Ensure barrier free upgrades during renovation							