



Multi-Year Accessibility Plan

2020 – 2025

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ED Message

CMHA Champlain East believes in equal opportunity and is committed to providing a barrier-free environment that allows all individuals to maintain their independence and dignity. As an organization, we respect and uphold the requirements as outlined in the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner. This plan will be reviewed every five years in consultation with the Client-Family-Caregiver Advisory Committee (CFCAC).

Introduction

CMHA Champlain East's Vision is an inclusive community with mental health for all. With services available in the counties of Stormont, Dundas, Glengarry, Akwesasne, Prescott and Russell, CMHA Champlain East strives to meet the needs of individuals-served with disabilities, as well as its employees, candidates for employment, peer supports, student placements, volunteers, and guests. The organization has worked hard to remove and prevent barriers to accessibility and to integrate appropriate language, policies, procedures, standards and practices into every aspect of its work. CMHA Champlain East is in compliance with legislative obligations for accessibility. This plan shows how CMHA Champlain East will play a role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

Customer Service

CMHA Champlain East remains in compliance with the Customer Service Standard. All employees are trained to ensure that they can identify, remove, and prevent customer service barriers for individuals with disabilities. Support persons and support animals are accommodated for individuals who require these supports when engaging in services at CMHA Champlain East.

CMHA Champlain East uses its Values Statements to instill a culture of inclusion and provide exceptional customer service to individuals with disabilities. Employees are informed of the Branch Values Statements during orientation, to instill a culture by which we model in every aspect of our work and interactions with clients, colleagues and community stakeholders.

Information and Communications

CMHA Champlain East has successfully implemented a variety of methods to gather input from individuals-served, employees, student placements, and volunteers on barriers to accessibility. A Worklife Pulse survey was sent to all employees to gather feedback and the Ontario Perception of Care (OPOC) tool is used to gather feedback from clients. Our Client-Family-Caregiver Advisory Committee as well as having members of the Leadership Team actively representing CMHA Champlain East on various community committees help us to gather input and provide feedback to the Leadership Team.

Employment

CMHA Champlain East ensures that all interested candidates for employment are aware of the organization's willingness to accommodate applicants with disabilities throughout the recruitment process, including a declaration on the CMHA Champlain East website, a declaration on each job posting, an active offer of accommodation as part of the interview process, and is reaffirmed during the offer process. Employees of CMHA Champlain East are made aware through policies that the organization will provide individualized workplace emergency response information for employees with disabilities, as necessary. Employees are aware that CMHA Champlain East has a process to identify and meet employee accommodation needs.

Section Two: Strategies and Actions

Customer Service

CMHA Champlain East is committed to providing accessible customer service to people with disabilities. All of the programs and services provided to individuals with disabilities will be of the same high quality and timelines as others. Leadership is committed to working with their staff to promote and discuss new ideas and opportunities in which to offer alternative methods of supporting individuals with disabilities. CMHA Champlain East will add accessible customer service as a regular leadership meeting agenda item, effective September 2021.

Information and Communications

Individuals are made aware of a variety of methods of providing feedback to CMHA Champlain East.

Using a variety of communication methods to share emergency procedures, emergency plans, and public safety information is reviewed regularly by the Leadership Team at CMHA Champlain East. The number of sites could be considered a barrier to ensuring adequate communication during an emergency. In this regard, the Leadership Team must be committed to developing, communicating, and implementing processes that ensure appropriate communication methods are used for sharing emergency procedures, emergency plans, and public safety information. With the 2020 revision of our Emergency Preparedness Plan, emergency drills will need to be executed to test our systems.

An accessible website and web content is an important accessibility requirement. Any changes made to the website is reviewed to ensure compliance. A lack of resources to dedicate towards oversight may be a potential barrier. The Leadership Team will ensure that there is at least one employee who is knowledgeable of the accessibility requirements for information and communication, and that employee will be responsible for ensuring compliance when changes are made to the website, web content, and any other social media platforms used by CMHA Champlain East to provide information to the public. This review will be completed on an annual basis by the end of each calendar year, commencing 2021, with any updates being initiated by the end of the following fiscal year, while maintaining fiscal responsibility.

CMHA Champlain East will continue to use the OPOC results specifically around the environment (the program accommodating any needs related to mobility, hearing, vision and learning, etc.) to identify areas for improvement and to create action plans to address these areas. The Leadership Team at CMHA Champlain East must ensure a commitment to continually reviewing feedback received and making adjustments, as necessary. CMHA is committed to following through on appropriate adjustments following an area's review of the feedback. CMHA Champlain East will ensure that it utilizes the appropriate OPOC format to accommodate individual impairments. In 2021, a client satisfaction survey will be launched on virtual service care during COVID. This will allow us to gauge the interest and accessibility of virtual service for our clients.

Employment

Human Resources will continue to review and revise the language used in its job descriptions to ensure that it is reflective of the essential functions, to more effectively accommodate an employee as required.

Training

CMHA Champlain East is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Human Resources will assign AODA Refresher online training to all staff on an annual basis.

Design of Public Spaces

CMHA Champlain East is committed to meeting all Accessibility Standards as they apply to the Design of Public Spaces. CMHA Champlain East will ensure any redesign aspects to buildings or major modifications meet the necessary accessibility requirements.

CMHA Champlain East will take all necessary measures to prevent service disruptions to accessible areas of its public spaces. CMHA Champlain East will inspect accessible areas periodically to ensure spaces are accessible and to reduce the risk of service disruptions. In the event areas are not accessible or any deficits are found to impact accessibility, CMHA Champlain East will take all necessary steps to remedy the deficit within a reasonable timeframe and notify the public of the service disruption.

Contact Information

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