

CANADIAN MENTAL HEALTH ASSOCIATION, MUSKOKA-PARRY SOUND BRANCH

AGENCY: POLICIES AND PROCEDURES

APPROVED BY: D. Brown-Demarco

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SUBJECT: General Policy on Compliance with Accessibility Standard for Customer Service

This policy describes how Canadian Mental Health Association, Muskoka-Parry Sound Branch will ensure it takes all reasonable measures to comply with the Accessibility Standard for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

CMHA is committed to ensuring all consumers have equal access to the services we provide. We will do this by:

- establishing policies, procedures and practices that describe how to serve people with disabilities
- using reasonable effort to ensure our consumer service policies are consistent with the principles of dignity, independence, integration of services and equality of opportunity
- dealing with the use of assistive devices for people with disabilities in our policies
- communicating with people with disabilities in ways that take into account their disabilities
- welcoming people accompanied by guide dogs, service animals or support people and providing information about access
- providing clear, complete, timely and prominent notice of temporary disruption of any of our facilities used by people with disabilities to help them access our services
- providing timely and ongoing training to our staff and others who deal with consumers on our behalf or who develop our policies, procedures and practices that covers all topics specified in the standard
- implementing and communicating our processes for receiving and responding to feedback and handling complaints about how we provide services to people with disabilities
- complying with documentation standards, including availability and format of documents

This policy applies to:

- all people who access our services
- all staff, volunteers, students, contractors, consultants and others working on behalf of our Agency and who provide consumer services
- staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard
- people who accompany people with disabilities who use our services