

# CANADIAN MENTAL HEALTH ASSOCIATION, MUSKOKA-PARRY SOUND BRANCH

AGENCY: POLICIES AND PROCEDURES

APPROVED BY: D. Brown-Demarco

---

**NUMBER:** IX-80

**DATE:** November 2013, R-Sept 2016

**SUBJECT:** **Accessibility Plan Standards**

---

## **POLICY**

CMHA will establish steps and guidelines to meet the standards required of AODA.

CMHA is committed to creating and maintaining public spaces by January 1, 2017. CMHA will ensure employees consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks by January 1, 2014. CMHA is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. CMHA is committed to fair and accessible employment practises by January 1, 2016.

## **PROCEDURE**

### Design of Public Spaces

The Agency will take the following steps to satisfy the requirements of the Accessibility Standard for the Design of Public Spaces.

#### 1. Parking

This standard only applies when the agency plans to build new or make changes to existing parking spaces. Off-street parking is a space where you can park your vehicle temporarily that is not on a public road or street.

- Off-street parking facilities must include two types of accessible parking spaces; wider spaces for people who use mobility aids, such as wheelchairs, and standard-width spaces for people who use mobility assistive devices, such as canes, crutches, and walkers
- Off-street parking facilities must include a minimum number of each type of accessible parking space, depending on the total number of parking spaces
- Accessible parking spaces must have access aisles ( a space between parking spaces) that allow people with disabilities to get in and out of their vehicles

#### 2. Service Counters and Waiting Areas

This standard only applies when the agency plans to build new or make changes to existing features

- At least one service counter has to be accessible to people who use mobility aids, such as wheelchairs. This may include being low enough for someone sitting in a mobility aid and/or has enough clear space in front for a person in a mobility aid to approach the counter, including space for the person's knees. The accessible service counter has to be clearly identified with signage.
- When seating is fixed to the floor in a waiting area, at least 3% of the new seating will be accessible with no less than one seating space accessible. Accessible seating means a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service.

### 3. Maintenance

- The accessible parts of our public spaces will have a preventative and emergency maintenance procedure such as posting when regular maintenance occurs and letting people know about alternatives
- Procedures for handling temporary disruptions in service when an accessible part of our public spaces stops working, such as putting up a sign explaining the disruption and outlining an alternative

### Kiosks

“Kiosk” is defined as an interactive electronic terminal intended for public use that allows users to access one or more service or products or both. To date this includes but is not limited to the potential for consumers for self-reporting in OCAN (Ontario Common Assessment of Need).

- Consideration will be given to the colour contrast on the display screen
- Extra time for people to complete tasks
- Staff assistance to complete tasks
- Consideration will be made regarding the location, height, and stability of the public kiosk
- Headset jacks with volume control
- Voice commands
- Touch screen

### Information and Communication Standard

#### 1. Website

The Agency will take the following steps to make all new websites and content on these sites confirm with WCAG (Web Content Accessibility Guidelines) 2.0, Level A by January 1, 2014. “New website” is a website with a new domain name, or one undergoing a significant refresh of greater than 50% of content changes.

- Manager of Human Resources and Administration will review with IQ Manager on a regular basis to determine if new website is being considered and implemented.
- If it is determined that a new website is being considered, Manager of Human Resources and Administration will ensure that it contains accessible content for people with disabilities.

All public websites and web content will conform with WCAG 2.0 Level AA by January 1, 2021 other than providing captions on live videos or audio descriptions for pre-recorded videos.

- Manager of Human Resources and Administration will work closely with IQ Manager to ensure that all public websites are revamped and have accessible content.

#### 2. Feedback Process

The Agency will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- As per Policy IX – 50, the Manager of Human Resources and Administration will review any feedback forms or reports on a regular basis to determine if there are areas to be addressed, considered, and improved. The Manager of Human Resources and Administration will respond to this feedback form in an accessible format with communication supports if required.
- The Manager of Human Resources and Administration will access [feedback@mpscmhs.on.ca](mailto:feedback@mpscmhs.on.ca) on a quarterly basis to determine that the email address is functioning and available for public response.
- If requested, feedback can be presented to the Agency in other formats such as hand-written letters, telephone, or by email.

#### 3. Making Information Accessible to the Public

The Agency will take the following steps to make sure that information about our services is accessible to people with disabilities by January 1, 2016. The Agency will let the public know that we will make information accessible upon request. The Agency is committed to working with a person with disabilities to figure out how to best meet their needs.

- Assess our information – Assess how we provide information to the public.
- Make it Accessible Upon Request – Work with people with disabilities to try and meet their needs by recreating it in a different format or by helping use the original document or resource.
- Provide the Information as Soon as Possible – When feasible and organization resources permit, making the information accessible as soon as is possible to the person with disability.
- Let the Public Know – Telling our consumers and public that we will make information accessible upon request. The Agency will include a note on the website and promotional materials, and a notice on bulletin boards.

## Employment

CMHA will take the following steps to satisfy the requirements of the Accessibility Standard for Employment.

### 1. Accommodation Plans

- Develop individual accommodation plans for employees with disabilities in a clear and consistent way. Accommodation plans are formal way to record and review the things we need to do to accommodate an employee with a disability. The plans will be subject to regular reviews and updates.
- The plans will outline the accommodations the Agency will provide, how the Agency will help the employee stay safe in an emergency, accessible formats and communication support, and how and when review and update of the plan will occur

All Accommodation Plans are private information and the Agency will protect the privacy of the employees' personal information.

### 2. Hiring

- The Manager of Human Resources and Administration or delegate will notify job applicants that we will accommodate disabilities during the selection process by calling applicants directly and speaking to them in person, and writing them a letter or sending an email if requested.
- If a job applicant requests accommodation during the interview process, members of the hiring committee will make adjustments that best suit the needs of the applicant.
- The Manager of Human Resources and Administration or delegate will notify successful applicants of the agencies policies for accommodating employees with disabilities during the orientation session.

### 3. Performance Management, Career Development, Job Changes

- Review each Accommodation Plan to understand each person's needs and determine whether adjustments need to be made to help them succeed.
- Make performance management documents, such as performance plans, available in accessible formats, such as large print, when asked.
- Provide feedback and coach employees with disabilities in a way that is accessible to them, such as using plain language
- Consider accommodation plans with employees with disabilities to help them learn new skills or take on more responsibilities in their current position.
- To assist employees with disabilities succeed in other position when they change jobs in the agency

### 4. Return to Work

- Individual Accommodation Plans will be considered and drafted for employees returning to work with temporary, recurring and permanent disabilities.