



CORE PROGRAM: ADMINISTRATION  
APPROVED BY: DIANE BROWN DEMARCO

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NUMBER: AD-B-008  
DATE: FEBRUARY 2020  
SUBJECT: AODA – Accessibility Plan Standards

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## POLICY STATEMENT

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

## PROCEDURE

CMHAMPS is committed to follow Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) and developing/reviewing a multi-year plan every five years to prevent and remove barriers for persons with disabilities. Exact details of the Multi-Year Accessibility Plan, including requirements/steps, planned action, responsibility, compliance dates, completion dates and steps undertaken/supporting documentation can be found in the Accessibility Plan (available on the agency website).

Each of the individual requirements have been completed and are ongoing to ensure continued fulfillment of requirements:

1. Provide Accessible Customer Service
2. Provide Accessible Emergency and Public Safety Information
3. Provide Accessible Emergency Information to Staff
4. Create Accessibility Policies and Multi-Year Plan
5. Consider Accessibility When Purchasing or Designing Self-Service Kiosks
6. File an Accessibility Compliance Report
7. Train Staff on Ontario's Accessibility Laws
8. Make it Easy for People With Disabilities to Provide Feedback
  - Per policy, all feedback forms or reports will be reviewed on a regular basis to determine if there are areas to be addressed, considered, and improved. The Director of Quality and Risk will respond to feedback forms in an accessible format with communication supports if required.
  - [feedback@cmhamps.ca](mailto:feedback@cmhamps.ca) will be monitored on a regular basis to ensure 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 email
9. Make Your Public Information Accessible When Asked
  - Work with people who have disabilities to try and meet their needs by providing the information in another format or by helping them use the original document or resource
  - When feasible and organization resources permit, make information accessible as soon as possible to the person with a disability
  - Tell consumers and public that we will make information accessible upon request. This includes statements on our websites, promotional materials, etc.
10. Make Your Employment Practices Available
  - Accommodation plans will be developed for employees with disabilities in a clear and consistent way per policy HR-C-003
  - Job applicants will be made aware that we will accommodate disabilities throughout the recruitment process by placing our agency statement regarding accommodation support in each job posting
11. Make New or Redeveloped Public Spaces Accessible
12. File an Accessibility Compliance Report

Each of the individual requirements still to be completed:

1. File an Accessibility Compliance Report
  - File the report online by December 31, 2021
2. Make All Websites and Web Content Accessible
  - Ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.0 level AA (other than providing captions on live videos or audio descriptions for pre-recorded videos) by January 1, 2021. CMHAMPS website development is completed by CMHA Ontario. They are committed to assuring that we meet all accessibility guidelines and requirements in the future.
3. File an Accessibility Compliance Report
  - File the report online by December 31, 2023

## LINKAGES

Revision	Date of Approval	Description of Change
	November 2013	
R	September 2016	
R	May 15, 2020	<ul style="list-style-type: none"><li>- Updated title (previously IX-80)</li><li>- Updated timelines as related to the Accessibility Plan</li><li>- Updated accomplishments now in place and deadlines that we are still required to comply with</li></ul>