Multi-Year Accessibility Plan

The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) requires the Canadian Mental Health Association, Muskoka-Parry Sound (CMHA MPS) to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

CMHA MPS strives to provide goods and services in a way that respects the AODA principles of dignity, independence, integration and equal opportunity. CMHA MPS is committed to giving people with disabilities the same opportunity to access agency goods and services and to benefit from the same services, in the same place and in a similar way as other customers. CMHA MPS is committed to inclusion and accessibility for persons with disabilities.

The Agency's accessibility plans will help to inform planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted July 1, 2011 under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA requires CMHA MPS to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

CMHA MPS remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our clients ensures that accessibility is given significant consideration.

This plan outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA. It will be provided in an alternative format upon request.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
Provide Accessible Customer Service	Train staff and volunteers to serve customers of all abilities		January 1, 2012	Yes, ongoing	AODA training for all existing employees/volunteers has been completed and training is in place for all new employees/volunteers at orientation. Training is renewed every 2 years.
	Keep a written record of the training			Yes, ongoing	A certificate or document attesting completion is printed for all persons who undertake the online training and this is sent to HR who keep a written record. Records are stored in Citation Canada, and tracked in each employee file, and in HR tracking log.
	Welcome service animals and support persons			Yes, ongoing	A sign is posted on all agency site front doors and is posted on our website.
	Create accessible ways for people to provide feedback			Yes, ongoing	Feedback on services provided to people with disabilities can be provided in the following ways: in person, by telephone, in writing, by email and through our website. Any communication must take into account the person's disability. Staff must be prepared to assist individuals with disabilities complete the Feedback/Complaint form in a manner that takes into account the individual's disability.
	Put an accessibility policy in place so employees, volunteers and customers can know what to expect			Yes, ongoing	Policies have been developed and were last updated October 2025
Provide accessible emergency and public safety information	When asked to provide publicly available emergency information, like evacuation plans or brochures		January 1, 2012		The Emergency Preparedness Plan is available to all staff. All offices display the emergency evacuation plan sheet and site evacuation plans are posted on all doorways and exits in agency sites. The Agency will make arrangements to assure that materials are provided in

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
					accessible formats according to the needs of any specific request.
Provide accessible emergency information to staff	When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it when you become aware an employee may need accommodation in an emergency		January 1, 2012	Yes, ongoing	Should an employee require accommodation in an emergency, a plan is put in place as soon as the agency is aware of the need.
Create accessibility policies and a multi-year plan	Create policies and multi-year accessibility plan to help in achieving accessibility goals		January 1, 2014	Yes, ongoing	
	Tell our employees and customers about our policies			Yes, ongoing	All AODA policies and procedures were reviewed and updated in October 2025; updates shared and available to all employees. Information highlighting the Agency's commitment to accessibility has been posted on bulletin boards in public spaces. AODA policies and procedures, as well as resources, are shared on our web site: https://mps.cmha.ca/about-cmha/accessibility/
	Post the multi-year plan on our website in an accessible format			Yes, ongoing	Multi-year plan is available on our web site at: https://mps.cmha.ca/about-cmha/accessibility/
Consider accessibility when purchasing or designing self-service kiosks	Includes interactive electronic terminals - Technical features: - Colour contrast on display screen - Extra time for people to complete tasks - Audio instructions		January 1, 2014		We do not have any self-service kiosks however we will apply required accessibility guidelines should kiosks be made available.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	- Voice-activated equipment - Structural features: - Height and stability of kiosk - Headset jacks with volume control - Specialized keypads or keyboards				
Make websites accessible	Includes only new websites and old websites you significantly update and new web content you create - Provide text alternatives for non-text content - Provide alternatives for time-based media - Adaptable content - Distinguishable content - Keyboard accessible - Provide users enough time to read and use content - Don't design content in a way that is known to cause seizure - Navigable content - Readable text content - Predictable web pages - Input assistance - Compatible		January 1, 2014	Yes, ongoing	Website was updated in 2017/2018 and includes accessibility tools. Our website is provided by CMHA Ontario, who will work to ensure accessibility into the future as requirements change.
File an Accessibility Compliance Report			December 31, 2014	Yes	Report filed April 14, 2014. Most recent report filed September 25, 2023 – next report due December 2026

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
Train staff on Ontario's accessibility laws	Train all employees and volunteers on the accessibility requirements that apply to their job duties and your organization			Yes - ongoing	The training has been completed with current employees and volunteers and is part of orientation process for new employees and volunteers.
	Training must include: - an overview of the Accessibility for Ontarians with Disabilities Act - an overview of the requirements of the customer service standard - your organization's policy on providing accessible customer service - tips on how to interact with people with various types of disabilities - tips on how to interact with people who use an assistive device or require the assistance of a service animal or support person - information on how to use any equipment or devices available in your organization to help provide goods or services to people with disabilities (e.g., screen readers, lifts) - tips on what to do if a person with a disability is having difficulty accessing your organization's goods or services - You must also train your staff when there are any changes to your accessible customer service policies.	HR Coordinator	January 1, 2015	Yes – Ongoing	New employee orientation includes AODA and IASR training. Training is offered through an online service provider to assure that the Agency remains current and compliant in training information. All employees have completed AODA training Employees refer to permanent, contract, casual, full-time, part-time, students and volunteers.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	Who you need to train You must provide training to: - employees and volunteers who interact with customers on your behalf (paid and unpaid, full-time and part-time positions) - anyone involved in developing customer service policies for your organization (including managers, senior leaders, directors and owners) - anyone who provides goods, services or facilities to customers on your behalf (such as external contact centres or facilities management companies) You must provide the training as soon as possible after an employee or volunteer joins your organization.	HR Coordinator	January 1, 2015	Yes – Ongoing	New employee orientation includes AODA and IASR training. Training is offered through an online service provider to assure that the Agency remains current and compliant in training information. Current employees have completed AODA training and will continue to do training every 2 years. Employees refer to permanent, contract, casual, full-time, part-time, students and volunteers.
	Maintain records of training You must also maintain records of your customer service training if you are: - a private or non-profit organization with 20+ employees - a public-sector organization of any size You must: - maintain written records of all training done to meet the accessibility requirements that apply to your organization	HR Coordinator	January 1, 2015	Yes – Ongoing	All personnel files include training records. New employee orientation includes AODA and IASR training. Training is offered through an online service provider to assure that the Agency remains current and compliant in training information. Current employees have completed AODA training.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	- record when the training was delivered and how many people took the training				
	Work related training You must train all staff on: - areas of the accessibility standards that are relevant to their work responsibilities - employment - information and communications - transportation - design of public spaces - the Ontario Human Rights Code (where it relates to people with disabilities) - when you make any changes to your accessibility policies	HR Coordinator	January 1, 2015	Yes – Ongoing.	New employee orientation includes AODA and IASR training. Training is offered through an online service provider to assure that the Agency remains current and compliant in training information. Current employees have completed AODA training.
Make it easy for people with disabilities to provide feedback	This includes surveys or comment cards			Yes - Ongoing	There are feedback forms available from reception in each of our sites and they are also available on our website. Options for providing feedback are shared with clients during the intake process. QR code was created to do an online survey
	Emergency and public safety information This includes: - emergency plans and procedures (e.g., tour boat instructions on how to use a lifejacket)			Yes - ongoing	New employees and volunteers are provided with a tour of the site in which they work and emergency procedures, information about health and safety and accessibility are reviewed at that time. Emergency evacuation plans are posted on H&S bulletin boards in each site.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Complia-nce date	Comple-ted	Steps undertaken/supporting documentation
	- maps, warning signs and evacuation routes (e.g., a map pointing out emergency exits) - information about alarms or other emergency alerts (e.g., procedure that explains what to do if you hear a hotel fire alarm)				
	Feedback processes for employees and the public - Instead of providing only one method for feedback (e.g., hand-written letters) be ready to receive feedback in other ways (e.g. over the telephone, by email, questionnaires or comment cards).			Yes - Ongoing	Employees, clients and members of the public are offered multiple feedback options, including: in-person, phone, online and paper surveys and questionnaires.
	Employee information You must provide accessible workplace information when an employee with a disability asks for it. This includes: - any information that employees need to perform their jobs - general information that is available to all employees at work (e.g., company newsletters, bulletins about company policies and health and safety information) - information about emergency procedures				CMHA MPS promotes its commitment to accessibility to employees both during orientation and throughout the course of employment. Any accessibility requirements are considered on an individual basis, in collaboration with the employee, to ensure appropriate accommodations are put in place.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	To find out what you need to do, talk to your employees with disabilities and ask them what would help make information accessible to them. The format you choose must meet the needs of the employee.				
	Other public information This includes all print documents and information provided to the public on web sites and handheld devices.				Refer to AODA Policies
Make your public information accessible when asked	Work with the person to figure out how to meet their needs as soon as possible: - Includes emergency plans and procedures - Maps, warning signs, evacuation routes - Information about alarms or other emergency alert	All CMHA MPS. Final accountability HR Coordinator.	January 1, 2016	Yes – Ongoing	CMHA MPS promotes its commitment to accessibility to employees both during orientation and throughout the course of employment. Any accessibility requirements are considered on an individual basis, in collaboration with the employee, to ensure appropriate accommodations are put in place. For clients, refer to AODA Policies and Procedures available on our website: https://mps.cmha.ca/about-cmha/accessibility/.
	Feedback processes for employees and the public: - Instead of providing only one method for feedback, be ready to receive feedback in other ways (telephone, email, questionnaires, comment cards)	Manager of Quality Improvement		Yes – Ongoing	Our website provides a link for feedback as well as a phone number for accessing alternate formats. At intake, all clients are provided with information relating to the provision of feedback, in accordance with our Policies and Procedures.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	Employee Information: Provide accessible workplace information when an employee with a disability asks for it, including: - any information that employees need to perform their jobs - general information that is available to all employees (company newsletters; bulletins, policies and H&S information) - information about emergency procedures - Includes emergency plans and procedures - Maps, warning signs, evacuation routes - Information about alarms or other emergency alerts Talk to employees with disabilities and ask them what would help make information accessible to them Types of accessible format - HTML and word - Braille - Accessible audio formats - Large print - Text transcripts of visual and audio information Types of communication supports	HR Coordinator		Yes – Ongoing	Policies and procedures clearly outline the Agency's commitment to accessibility in the workplace. The Agency's recruitment, selection and onboarding processes promote the Agency's commitment to accessibility and the availability of accommodations as required. Individual Accommodation Plans are developed for employees. This is a collaborative process involving the employee, their manager and HR as required, and is informed by information provided by an appropriate medical practitioner.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	- reading the written information aloud to the person directly - exchanging hand-written notes (or providing a note taker or communication assistant) - captioning or audio description - assistive listening systems, augmentative and alternative communication methods and strategies (e.g., the use of letter, word or picture boards, and devices that speak out) - sign language interpretation and intervener services - repeating, clarifying or restating information - reading the written information				
	Other public information This includes all print documents and information provided to the public on web sites and hand-held devices. Tools to make information accessible Other tools to improve the accessibility of information include: **American Sign Language (ASL):** Uses hand shapes, positions, facial expressions and body movements to convey meaning to people who are deaf or hard of hearing.	All Hands. Final accountability Senior Manager of HR.	January 1, 2016	Yes – Ongoing	The Agency has Policies and Procedures in place and follows AODA guidelines. In addition, CMHA MPS promotes the availability of alternate format materials/communications in its communications with clients and the public. Appropriate formats are made available according to the specific needs of an individual.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	Braille: Is a tactile system of raised dots representing letters or a combination of letters. It is used by people who are blind or deafblind and is produced using braille transcription software. **Captioning:** Uses subtitles to convey the words spoken in a video. They usually appear on the bottom of the screen. **Digital Accessible Information Systems (DAISY):** Is an audio format for people who have trouble with print — including limited vision and learning disabilities like dyslexia. DAISY digital talking books are like audiobooks, but include navigation features to help readers skip forward or back through the material. **Screen reader software:** Use a speech-synthesizer to read text from a computer screen or convert it to braille. The information must be formatted properly (in a structured electronic file) for the screen reader to recognize it. **Structured electronic files**: Includes information about how elements of the document are formatted (e.g., titles, section headings). They can be created using "styles" in most standard word processing programs. Documents created as structured electronic files are easier to convert to accessible formats				

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	(including braille, DAISY and web pages) and allow screen readers to navigate the information effectively.				
Make your employment practices accessible	Make how you hire, retain and provide career development opportunities accessible			Yes-ongoing	The Agency's recruitment, selection and onboarding processes promote the Agency's commitment to accessibility and the availability of accommodations as required. Further, policies and procedures are in place to ensure that employees are familiar with the Agency's commitment to accessibility.
	Hiring: Notify employees and the public that you will accommodate the needs of people with disabilities in your hiring process - Post the information on your website - Include it in job postings	HR Coordinator		Yes – Ongoing	The Agency's recruitment, selection and onboarding processes promote the Agency's commitment to accessibility and the availability of accommodations as required. Recruitment advertising includes the language: "Canadian Mental Health Association, Muskoka-Parry Sound (CMHAMPS) is an equal opportunity employer and we value the importance of diversity, dignity and worth of every individual in the workplace. As part of our commitment to Accessibility, if you wish this information in a different format, please contact our office at 705-645-2262. If you are contacted regarding a job opportunity, please let us know prior to the interview if you require accommodation." The Agency website also speaks to accessibility: https://mps.cmha.ca/about-cmha/accessibility/
	Workplace Information:	HR Coordinator		Yes – Ongoing	HR Accommodation Plans.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Complia-nce date	Comple-ted	Steps undertaken/supporting documentation
	Provide workplace information in an accessible format if an employee asks for it, including: - Any information employees need to perform their jobs - General information that is available to all employees at work (company newsletters; bulletins, policies and H &S information) Talk to employees with disabilities about how they need to receive information Provide accessible emergency information to staff when you become aware an employee may need accommodation in an emergency (this was required by Jan 2012) - Includes emergency plans and procedures - Maps, warning signs, evacuation routes - Information about alarms or other emergency alerts				Accommodation language in our Accessibility Plan Standards (Policy HR-A-10) is as follows: - "Accommodation plans will be developed for employees with disabilities in a clear and consistent way per policy HR-C-003" All Accommodation Plans are private information and the Agency will protect the privacy of the employees' personal information. The Agency website also speaks to accessibility: https://mps.cmha.ca/about-cmha/accessibility/
	Talent and Performance Management: If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you: - Hold formal or informal performance reviews - Promote or move them to a new job	HR Coordinator		Yes – Ongoing	Accommodation language in our Accessibility Plan Standards (Policy HR-A-010) is as follows: - "Accommodation plans will be developed for employees with disabilities in a clear and consistent way per policy HR-C-003" The Agency website also speaks to accessibility: https://mps.cmha.ca/about-cmha/accessibility/

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	Examples include: - making documents available in accessible formats (e.g., large print for people with low vision) - providing feedback and coaching in a way that is accessible to them (e.g., using plain language for someone with a learning disability) - providing the accommodations they need to successfully learn new skills or take on more responsibilities If you do not have a formal or informal performance management program, you do not have to create one.				
	Communicate accessibility policies You must tell your employees about your policies to support people with disabilities. Tell new employees when they are hired, and tell all your employees if you change the policies. To get this information out, you can use: - newsletters - emails - memos - websites - bulletin boards - staff meetings - one-on-one conversations	HR Coordinator		Yes – Ongoing	Policies and procedures are reviewed with employees during Agency and program-specific orientation and also, throughout the course of employment. All AODA policies and procedures were reviewed in October 2025 with all employees following updates on the policies. AODA information is included in the New Employee Handbook. Employees also participate in AODA training every 2 years. New information may be shared via conversation, in meetings, or through our internal newsletter, as well as on bulletin boards.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	Accommodation plans Develop and write a process for creating accommodation plans for employees with disabilities. This process must be documented and should include: - how an employee participates in the development of their individual accommodation plan - how an employee is assessed on an individual basis - how a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan - how you, as an employer, can request assistance from an outside expert, at your expense - the steps you will take to protect the privacy of the employee's personal information - how and when you will provide the employee with their personalized accommodation plan - the schedule for when and how the plan will be reviewed and updated - how you will tell an employee that their individual accommodation plan has not been accepted	HR Coordinator		Yes - ongoing	Policy HR-C-003 Accommodation outlines: - Accommodation is a shared responsibility between employees, supervisors, human resources and CMHA. - CMHA is responsible for eliminating barriers that prevent people from accessing or being included in the workplace. CMHA is responsible for dealing with requests for accommodation in a timely, confidential and sensitive manner and by providing individual accommodation to the point of undue hardship. - Supervisors are responsible for fostering an inclusive work environment by treating all employees with respect and dignity, and identifying and eliminating barriers that prevent people from accessing or being included in the workplace. - Human Resources is responsible for dealing with requests for accommodation in a timely, confidential, and sensitive manner, involving individuals requiring accommodation, and initiating a discussion about accommodation when they are aware or are made aware that an employee may have a need for an accommodation. - Employees are responsible for making their accommodation needs known, to the extent that they are able, and helping identify potential accommodation options. The employee is responsible for providing documentation in support of their request for accommodation including information about any restrictions or limitations and for accepting an offer of accommodation that meets

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	- how you will provide the plan in an accessible format The plan must be documented and include: - how you will provide workplace information in an accessible format, if requested - how you will provide accessible emergency information, if needed - any other accommodation that is to be provided You and the employee with a disability will determine and implement appropriate accommodation measures. However, the final decision rests with you. Return to work process - (does not apply) if an employee's injury or illness is covered by the return to work provision under any other law You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.				their needs, even if it is not their preferred accommodation option. - All records associated with accommodation requests will be maintained in the employee personnel file. The Agency also works with employees, and is informed by health practitioners, in developing return-to-work plans that include necessary accommodations. (CMHA Functional Abilities For Timely Return to Work Form is requested for completion of practitioners; in some cases, the Agency may engage a practitioner on behalf of the employee to support an accommodation).
Make new or redeveloped public spaces available	Outdoor play spaces By law, you must make outdoor play spaces accessible if you are:		January 1, 2017		There are no new outdoor play spaces contemplated at this time.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	- a business or non-profit organization with 50 or more employees or a public-sector organization - building new public outdoor play spaces and planning to maintain them or making major changes to existing spaces and planning to maintain them You do not have to change existing outdoor play spaces. Public outdoor play spaces include: - play equipment and structures (e.g., slides, swings and splash pads) - natural features (e.g., logs, rocks, sand or water intended for play) To meet the requirement, you must: 1. consult with the public and local people with disabilities before you design and build public outdoor play spaces (municipalities must also consult with their accessibility advisory committees). 2. enhance the play area with features that will allow children and caregivers with a wide range of abilities to play 3. make the surface of the play space firm and stable so people using mobility devices can move around easily and prevent injuries				

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	4. ensure there is enough space around the play features; children and caregivers with disabilities should be able to move easily into the play areas and around play equipment For example: A municipality is planning to build a new outdoor place space in their community. First, they consult with their accessibility advisory committee and community members about what they will need in the play space.				
	Public outdoor paths of travel (pertains to beach access routes and recreational trails as well as sidewalks and walkways that serve a functional purpose like walking to work or school)				This does not pertain to our agency.
	Parking lots - By law, you must make both on-street and off-street parking accessible if you are: - Building new parking spaces and planning to maintain them - Redeveloping existing parking spaces and planning to maintain them - If you belong to a public-sector organization, you must make on-street parking available - It includes parking spaces				The facility located on Manitoba Street in Bracebridge is compliant with legislation. The facility located on James Street in Parry Sound is compliant with legislation. The facility located on Main Street in Sundridge is compliant with legislation. The facility located on Muskoka Road South is compliant with legislation. The Facility located on Crescent Road is compliant with legislation

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	provided by designated public sector organizations for public use on: streets; highways - To meet the needs, you must consult with the public and people with disabilities on the need, location and design of accessible on-street parking spaces - You must make new off-street parking accessible if you are a: private or non-profit organization with 1 or more employee(s) - To meet the requirements, you must include a minimum number of each type of accessible parking space. Types of parking spaces include: - Wider spaces for people who use mobility aids (i.e. wheelchairs) - Standard-width spaces for people who use mobility-assistive devices (e.g. canes, crutches) - Include extra spaces, called access aisles between parking spaces. The access aisles must be wide enough for people with disabilities to get in and out of their vehicles. - Clearly mark all accessible spaces with the required signage. Exceptions to off-street parking				

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Complia-nce date	Comple-ted	Steps undertaken/supporting documentation
	- You do not have to meet the requirement if: - Parking areas are not intended for public use - Extra parking spaces are not designed for people with disabilities because accessible parking is already available on the same site - Parking areas are not located on a barrier-free path of travel (as defined under Ontario's Building Code) - Areas are used exclusively for parking buses, delivery vehicles, law enforcement vehicles, ambulances or impounded vehicles. If you are limited by physical constraints on the site, you must work within these constraints to comply with the requirements, as much as possible. This may mean providing fewer accessible parking spaces than required.				
	Service counters and waiting areas By law, you must make both service counters and waiting areas accessible if you are: - a private or non-profit organization with 1+ employee(s) or a public-sector organization; and				The new facility built in Parry Sound is compliant with legislation. The new facility built in Huntsville is compliant with legislation. The new facility built in Gravenhurst is complaint with legislation .

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	- building new service counters, fixed waiting lines or fixed seated waiting areas or making major changes to existing service counters, fixed waiting lines or fixed seated waiting areas You do not have to change existing service counters, waiting lines or seated waiting areas to comply with the law.				
	Service counters Service counters may be desks or counter spaces where people have face-to-face conversations with staff to receive service. Some examples are reception desks, ticketing windows, foodservice counters and check-out counters. The service areas can be indoors or outdoors. To meet the accessibility requirements, you must: - make at least one service counter accessible to people who use mobility aids, such as wheelchairs. The area should be low enough to allow the person with a disability to interact with the person providing service. There should also be enough room under the counter for the knees of a person sitting in a wheelchair				Parry Sound facility compliant Gravenhurst facility complaint Huntsville facility complaint

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	- make all service counters accessible if your organization has a single wait line for all of them - provide at least one accessible counter for each of your organization's services (e.g., a grocery store must offer at least one accessible service counter for each of its express, self-service and regular service lanes) - clearly identify all your accessible service counters with signs.				
	Fixed waiting lines These requirements apply to fixed queuing guides or permanent fences or railings that require customers to line up and follow a set path (e.g., line up for rides at an amusement park). To meet the requirements.				N/A
	Waiting areas with fixed seating In many waiting areas, the seating is fixed to the floor (e.g., in hospitals). To meet the accessibility requirements for these areas, you must make at least 3% of all seats accessible. When creating new fixed seating areas, always provide at least one accessible seat.				The facility in Bracebridge is compliant with this legislation. The facility in Parry Sound is compliant with this legislation. The facility in Sundridge is compliant with this legislation. The facility in Huntsville is compliant with this legislation. The facility in Gravenhurst is compliant with this legislation.
	Outdoor eating areas				There are no new public outdoor eating areas contemplated at this time.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
	By law, you must make public outdoor eating areas accessible if you are: - a private or non-profit organization with 50+ employees or a public-sector organization; and - building new public outdoor eating areas with tables and planning to maintain them or making major changes to existing areas with tables and planning to maintain them You do not have to change your organization's existing tables to comply with the law. Public outdoor eating areas are places located outside where members of the public can sit at a table and eat (e.g., outdoor food courts at amusement parks, picnic tables in parks, on hospital grounds or on university campuses).				
File an Accessibility Compliance Report			September 25, 2023.		Document filed on September 25, 2023.
File an Accessibility Compliance Report			December 31, 2021		Document to be filed within provided timeline.

Requirements/Steps	What must be done? Planned action.	Responsi-bility	IASR Compliance date	Completed	Steps undertaken/supporting documentation
Make all websites and web content accessible			January 1, 2021		Website development is done by CMHA Ontario. They are committed to assuring that we meet all accessibility guidelines and requirements in the future.
File an Accessibility Compliance Report			December 31, 2023		Document to be filed within provided timeline.

Revised: September 2026