

# Multi-year Accessibility Plan, January 1, 2014 – December 31, 2016

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## Introduction

The Multi-year Accessibility Plan is intended to concretize the Branch's commitment to meet the accessibility needs of persons with disabilities in a timely manner in accordance with the Accessibility for Ontarians with Disabilities Act ("AODA") - Integrated Accessibility Standards Regulation ("IASR") , the AODA Customer Service Standard and the Branch Policy. It is intended to assist us to move towards the goal of accessibility and full participation for persons with disabilities in regard to services, facilities and employment.

Section 1:

CMHA Ottawa Vision, Mission and Values

CMHA Ottawa Accessibility Advisory Committee

Strategies to Prevent and Remove Barriers

Section 2:

Accessibility Achievements 2013

AODA- IASR Obligations and Timelines

Action Plan January 1, 2014 - December 31, 2015

Accessibility Reports

Communication of the Multi-year Plan

**Please note that the Accessibility for Ontarians with Disabilities Act, 2005 will be abbreviated as "AODA", and the Integrated Accessibility Standards Regulation will be abbreviated as "IASR"**

## Section 1

### Canadian Mental Health Association, Ottawa Branch, Mission and Values Statement

The Canadian Mental Health Association, Ottawa Branch, is a non-profit organization dedicated to promoting good mental health, developing and implementing support systems and services and encouraging public action to strengthen community mental health services and related policies and legislation.

**Our Vision:**

We envision a community which values everyone’s human dignity, mental health and well-being.

**Our Mission:**

Our mission is to offer opportunity and support for individuals with serious mental health issues and complex needs from the diverse communities and populations of the City of Ottawa so that they may achieve meaning and success and iprove their level of functioning in the environment of their choice.

**Our Core Values:**

**Social Justice:**

The equality of all individuals, fairness, individual rights, and freedom of choice and privacy.

**Self Determination:**

The rights of individuals to be involved in all decisions that affect them.

**Excellence:**

Quality, consistency, continuous improvement and excellence in services and organization administration.

**Leadership:**

The development, encouragement and support of consumers and their families and of our staff, volunteers and the broader system in support of our Mission.

**Individual and Collective Responsibility:**

To inform, educate and support our community in the understanding and

prevention of mental illness, the reduction of stigma, and the promotion of mental health.

**Inclusion and Participation:**

The individuals for whom services are intended have the knowledge, experience and ability to contribute significantly to the development of the services, the process by which they are provided, and their outcomes.

**Organizational Responsibility:**

CMHA offers a safe, nurturing and accessible environment that strives for excellence, appreciates diversity, and provides opportunity for development and personal growth. We recognize that our greatest resource is the people whom we serve, our staff and our volunteers.

### Accessibility Advisory Committee

( see Appendix 2 Terms of Reference)

The Accessibility Advisory Committee is established by the Executive Director to provide advice and contribute to the development and progressive achievement of the Branch's Multi-year accessibility plan.

It will help stimulate awareness of accessibility issues, and the prevention and removal of barriers for people with disabilities. The Committee will report to the Director of Human Resources and will assist in overseeing compliance with the AODA.

The committee will consist of client, employee and Board representatives and member(s) of the public with a disability.

The Committee will report annually on the progress made with regard to this Plan.

### Strategies to Prevent and Remove Barriers

* Establish and periodically review an Accessibility Policy for the Branch

(established January 1, 2014, see Appendix 3 - Accessibility for Ontarians with Disabilities Act - Integrated Assessment Standards Regulation Policy)

* Establish, implement, and maintain this Multi-year Accessibility Plan (established January 1, 2014). Report annually on its progress.
* Meet other obligations and timelines established by the IASR (see Appendix 3)
* Create an Accessibility Advisory Committee (see Appendix 2 Terms of Reference - to be established in the first quarter of 2014)
* Incorporate an accessibility perspective in all service, facility, and employment review and planning activities
* Provide feedback mechanisms for clients, public, employees and board members
* Provide training as appropriate and required
* Encourage, facilitate and resource accessibility discussions and problem-solving at the resource group/team, management and Board level
* Designation of Human Resources for the coordination of the Branch's accessibility activities

## Section 2

### Accessibility Achievements – 2013

* Training on the AODA Customer Service Standard continued for all employees
* Established and posted IASR policy
* Established and posted this Multi-year Plan
* Began work on increasing the accessibility of the Branch's web-site, and intranet
* Began to integrate accessibility features in Word documents
* Created and facilitated a number of formal return-to-work accommodations
* Initiated an evaluation of the use of Occupational Therapy for the purpose of Accommodation due to disability situations (stay at work, and return to work).

AODA-IASR Obligations and Timelines**:**

The Branch is considered a "large private or not-for-profit organization" for purposes of the obligations and timelines set out in the regulation. The Branch will endeavour to work in advance of the stated timelines wherever practicable, and to implement accessibility solutions on an individualized case by case basis also wherever practicable. These obligations and timelines are as follows:

* Emergency Information Procedures for person with Disabilities: January 1, 2012
* Accessibility Policy: January 1, 2014
* Multi-year Accessibility Plan: January 1, 2014
* New internet web-sites and web content: January 1, 2014
* Training on the Standards: January 1, 2015
* Feedback: January 1, 2015
* Accessible Formats and Communication Supports: January 1, 2016
* Employment Standard: January 1, 2016

The Accessibility Advisory Committee will contribute to the review and development of the "Action Plan" that follows which is based on the obligations and timelines.

### Action Plan January 1, 2014 - December 31, 2016

**Legend:**

**AC** Accessibility Committee **IT** Information and Technology

**HR** Human Resources

**OHS** Occupational Health and Safety Committee

#### 2014 - A Jumpstart

| Policy/IASR Requirement | Action Step | Responsibility/timeline |
| --- | --- | --- |
| Update Emergency Information IASR - s. 27 | All-staff Email  Presentation at General Staff meeting | HR Generalist - January, coordinate with Nurses and OHS |
| Establish the Accessibility Advisory Committee (CMHA Policy) | Request expressions of interest  Convene the committee | Director of HR 1st quarter  HR Generalist 1st quarter |
| Review Policy and Multi-year Plan with Executive Team and Board of Directors | Distribute documents to Executive and Board | Director to Executive  Executive Director to the Board  January |
| Communicate Policy and Multi-year Plan to All-staff | All-staff Email  Present at General Staff Meeting, All Managers Meeting | HR Generalist - January or February |
| Provide Training on Accessible Formats for documents IASR ss. 7 & 12 | Contact Trainers/You-tube instructional videos, etc.  Establish Criteria and Make list of Employer | Manager of Finance and IT upon consultation of HR Generalist  By July |
| Create and distribute "Pamphlet" Summarizing Policy and Multi-year Plan | Contract with a Plain language writer  Provide Community Support Staff with hardcopies  Provide Reception with copies  Post on website | Human Resources Generalist 1st quarter  Community Support Staff 2nd quarter |
| Consideration of Accessibility concerns in office Real Estate Search | Continue to discuss with Design Firm, Real Estate Agents, and potential landlords our priority on Accessibility issues | Director of HR, and internal search team - immediate and ongoing |

#### Part 1: General Requirements, Sections 1 - 8

| **AODA/IASR 191/11** | **ACTION PLAN** | **Timeline and Responsibility** |
| --- | --- | --- |
| **Section 7 Training**  Compliance: January 1, 2015 |  |  |
| **7.1**  Provide training on IASR accessibility standards and Human Rights Code  All employees, volunteers and student placements providing services on behalf of CMHA, Ottawa, receive training | Ensure all current employees, volunteers and student placements have received training.  Identify new employees, volunteers and student placements to ensure they receive training at the onset of beginning their duties with CMHA, Ottawa.  Develop online Accessibility Resource Centre on in-house intranet, for all staff | **2013 HR, Volunteer Coordinator, Student Placement Coordinator**  **Ongoing HR, Volunteer Coordinator, Student Placement Coordinator**  **2014-2016 AC, IT** |
| **7.2**  Training appropriate for duties | Inform Directors and Program Managers of implications of IASR. Identify training and resources needs of staff and create training plan. | **2013 HR, AC, Program Managers, Directors** |
| **7.3**  Deliver training as soon as possible | Training activities being as soon as possible and continue as required | **2013-2016 HR, AC, Program Managers, Directors** |
| **7.4**  Training regarding policy changes | Policy communicated as per CMHA procedures.  Develop communications strategy to ensure broad messaging of changes | **2014-2016 HR** |
| **7.5**  Record of training | Keep current record of all training activities | **2014-2016 HR, AC** |

#### Part II: Information and Communication Standards, Sections 9 - 19

| **AODA/IASR 191/11** | **ACTION PLAN** | **Timeline and Responsibility** |
| --- | --- | --- |
| **Section 11 Feedback**  Compliance: January 1, 2015 |  |  |
| **11.1**  Ensure feedback processes are accessible by accessible formats and/or communication supports upon request | Current options for people to provide to provide feedback on accessibility at CMHA, Ottawa:   * Email * Letter * Phone message * Suggestion box * Informing CMHA Program Manager, Director or HR   Improvement, expansion and development of options for feedback to be reviewed and implemented on an ongoing basis including increased accessibility of CMHA, Ottawa’s website and intranet site, alternate formats for CMHA documentation etc. | **2014-2016 AC, IT, Office Manager** |
| **11.3**  Notify the public about the availability of accessible formats and communication supports | Insert a statement regarding availability of alternate formats in all communications regarding feedback processes | **2014 AC, IT, Office Manager** |

| **AODA/IASR 191/11** | **ACTION PLAN** | **Timeline and Responsibility** |
| --- | --- | --- |
| **Section 12 Accessible Formats and Communication Supports**  Compliance: January 1, 2016 |  |  |
| **12.1**  Provide accessible formats and communication supports for information  Information in accessible formats and/or using communication supports provided:   * In a timely manner that takes into account the individual’s accessibility needs due to disability and * At a cost that is no more than the regular cost charged to other persons | Provide training to IT, Office Manager and Administration staff:   * Accessible PDFs with WCAG 2.0 * Accessible PDF Forms with WCAG 2.0   Determine Top 10 Forms to be converted and begin testing  Investigate accessibility options for non-print formats of communication ie. Video resources, online directories, website. (Text for hearing impaired, captioning, audio captioning etc.)  Create policy and standards (printing, developing content, communications etc.) | **2013 ongoing HR, IT, Office Manager, Administration Staff**  **2013-2016 AC, IT, Office Manager**  **2013-2015 IT, AC**  **2013-2016 IT, AC, HR, Office Manager** |
| **12.2**  Consult with person requesting alternate format | Integrate consultation with the requestor into the standard process for requesting alternate format | **All involved as above** |
| **12.3**  Notify the public of availability of these alternatives  Post notices of the availability of alternate formats and communication supports on:   * Internal and External Website * Signage * Pamphlets | Develop messaging and integrate appropriate wording/statement for website, signage, pamphlets and other appropriate means of communication | **2013 IT, AC** |

| **AODA/IASR 191/11** | **ACTION PLAN** | **Timeline and Responsibility** |
| --- | --- | --- |
| **Section 14 Internet Websites and Web content**  **Compliance: January 1, 2014**  **(Level A)**  **Compliance: January 1, 2021**  **(Level AA)** |  |  |
| **14.1**  Ensure internet and intranet websites and web content conform to ACAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels:   * New websites and web content to Level A by January 1, 2013 (14.4) * All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions) (14.4) | Consult with external web service provider, re: WCAG compliance  Conduct GAP analysis of current external website by evaluating current status relative to WCG 2.0 level A  Consult with intranet service provider re: WCAG compliance  Develop plan to ensure guidelines are met on the internal website  Conduct end stage evaluation of external and internal websites to ensure compliance  Determine necessary upgrades/changes to meet Level AA and create plan to implement them for both internal and external websites  Collaborate o ensure content to be posted is appropriately formatted relative to WCAG standards | **2013 ongoing IT**  **2013-2014 IT**  **2014 IT**  **2014-2016 IT**  **2013-2016 AC, IT** |

**Part III Employment Standards, Sections 20 - 32**

|  |  |  |
| --- | --- | --- |
| **AODA/IASR 191/11** | **ACTION PLAN** | **Timeline and Responsibility** |
| **Sections 22—24,26 AND 32 Employment Standards**  **Compliance: January 1, 2016** |  |  |
| Ensure availability of accommodations in recruitment, selection, hiring processes.  Consult with individual on determining necessary accommodations  Provide accessible formats and communication supports for job or workplace information, upon request | Develop strategy for integrating recruitment, selection and hiring processes with information concerning accommodations  Develop process/policy for involving individual in determination of necessary accommodations  Develop process for the request of workplace information in alternate format and/or with communication supports and implement | **2013 HR**  **2013 HR**  **2013-2014 IT,HR** |
| **Section 25 Employment Standards**  **Compliance: January 1, 2016** |  |  |
| **25.1**  Inform employees of policies supporting employees with disabilities | Develop method of informing employees of policies supporting employees with disabilities | **2012 HR** |
| **25.2**  Provide this information to employees as soon as practicable after hiring | Included in HR policies and procedures provided to all new employees | **2012 HR** |
| **25.3**  Provide updated information on accommodations policies to employees when changes occur | Accommodation and Return to Work policies posted as per CMHA procedures | **2012 HR** |
| **Section 28**  **Compliance: January 1, 2016** |  |  |
| **28.1**  Develop written process for documented individual accommodation plans | Under revision in consultation with Occupational Therapy | **2013 ongoing HR** |
| **28.2**  Include prescribed elements in process | The above policy will include or refer to all prescribed elements | **2013 ongoing HR** |
| **28.3**  Individual accommodations plans shall:  Include any information regarding accessible formats and communications supports provided, if requested  Include individualized workplace emergency response information, if required  Identify any other accommodation that is to be provided | The above policy will include or refer to all prescribed elements | **2013 ongoing HR** |
| **Section 29**  **Compliance: January 1, 2016** |  |  |
| **29.1**  Develop a documented return-to-work process | Under revision in consultation with Occupational Therapy | **2013 ongoing HR** |
| **29.2**  Include steps employer will take to facilitate return to work and use documented individual accommodation plans | Under revision in consultation with Occupational Therapy | **2013 ongoing HR** |
| **Section 30**  **Compliance: January 1, 2016** |  |  |
| **30.1**  Include accessibility considerations in performance management process  The use of the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans | Develop and integrate question(s) that ensure accessibility needs are identified and addressed in the performance appraisal process  Educate managers and supervisors around rationale for including these questions and obligations of the employer | **2013 ongoing HR**  **2014 ongoing HR, AC** |
| **Section 31**  **Compliance: January 1, 2016** |  |  |
| **31.1**  Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position  The use of the Performance Appraisal will identify any barriers due to disability relative to career development and prompts discussion of accommodations or supports needed | Review existing Performance Appraisal process and identify opportunities for integration of accessibility criteria within career development section  Develop question(s) that ensure accessibility needs are identified relative to career development, including additional responsibilities/opportunities within current position  Integrate questions into Performance Appraisals  Provide training to managers and supervisors around rationale for including these questions and obligations of the employer | **2013 ongoing HR**  **2013 ongoing HR**  **2014 ongoing HR** |

#### Part IV: Draft Built Environment Standards (Design of Public Spaces)

#### Not yet part of the regulation

|  |  |  |
| --- | --- | --- |
| **AODA DRAFT Design of Public Spaces Standard (not yet legislated)** | **ACTION PLAN** | **Timeline and Responsibility** |
| **S. 80.16, 80.22, 80.33-80.37, 80.39-80.42**  Technical requirements outlined in the AODA Built environment Standards (Design of Public Spaces) will be met in all new construction and/or renovation, in all relevant areas | Identify stakeholders involved in development, redevelopment, design, renovation and maintenance of public spaces and share information on status of Built Environment standards  New Standards implemented as they are made law  Identify any need to add new maintenance as per requirements of AODA, once proposed standards are made law | **2013 ongoing HR, AC, ED**  **All**  **2013-2017 AC** |

### Accessibility Reports

As per AODA section 14, The Branch will make accessibility reports in relation to the accessibility standards in the manner determined by the Minister, and made available to the public .

### Communication of the Plan

The Canadian Mental Health Association, Ottawa Branch’s Multi Year Accessibility Plan will be available both on internal and external websites.

If you wish to receive a print or alternative form of copy, you may contact:

Lisa McCullough

[lmccullough@cmhaottawa.ca](mailto:lmccullough@cmhaottawa.ca)

(613)737-7791 #151

## Appendices

### Appendix 1 Definitions

A **“barrier”** is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice (organizational barrier)[[1]](#footnote-2)

**Architectural** and **Physical** barriers are features of building or spaces that cause problems for people with disabilities. For example:

* Washrooms that are not spacious enough for people using wheelchairs or scooters to access
* Doorways and Hallways that are not wide enough for people using wheelchairs or scooters to access
* Poor lighting for people with low vision
* Telephones that are not equipped with telecommunications devices for people who are deaf, deafened or hard of hearing

**Informational** or **communications** barriers occur when a person can’t easily understand information. For example:

* Print is too small to read
* Loud speech is used when addressing someone who is hard of hearing
* Signs are not clear or easily understandable
* Websites cannot be accessed by someone unable to use a mouse

**Attitudinal** barriers discriminate against people with disabilities. For example:

* Considering people with disabilities to be inferior
* Assuming someone with a speech impediment can’t understand you
* A receptionist ignoring someone in a wheelchair

**Technological** barriers occur when technology can’t be modified to support assistive devices. For example:

* Web sites that don’t support screen reading devices

**Organizational** barriers refer to an organization’s **policies, practices or procedures** that discriminate against people with disabilities. For example:

* A hiring process that is not open to individuals with disabilities
* Making announcement over a Paging system only so that people with hearing impairments can’t hear them[[2]](#footnote-3)

**Disability** is:

1. Any degree of disability, infirmity, malformation or disfigurement that caused by bodily injury, birth defect or illness, and, without limiting the generality of the foregoing, diabetes mellitus, epilepsy, a brain injury, any degree of paralysis or amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
2. A condition of mental impairment or developmental disability,
3. A learning disability, or a dysfunction in one or more in the processed involved in understanding or using symbols or spoken language,
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997.[[3]](#footnote-4)

### Appendix 2 Accessibility Advisory Committee -Terms of reference

**Purpose / role of the group:** The Committee is established by the Executive Director to provide advice and contribute to the development and progressive achievement of the Branch's Multi-year accessibility plan.

It will help stimulate awareness of accessibility issues, and the prevention and removal of existing barriers for people with disabilities. The Committee will report to the Director of Human Resources.

**Membership:**

* Human Resources Generalist (chair)
* Management and, or, staff representatives from Direct Services (2), Capacity Building and Education (1), Administrative (1), IT(1)
* Board member (1)
* Client (2)
* Public representative (1)
* Partner service provider (1)

Members are asked to serve a two or three year renewable term.

**Accountability:**

* Reports to the Director of Human Resources
* Prepares an annual report on the Branch's progress on the Multi-year Accessibility Plan and makes recommendations consistent with its purpose. The report will be available internally and to the public.
* Management, staff and Board members are expected to represent their respective constituencies through consultation, communication and feedback, as well as to champion accessibility issues and initiatives

**Review:** The terms of reference will be reviewed during the third year of the current three year plan in preparation for the succeeding Multi-year accessibility plan

**Meetings**

* 4 meetings a year, to be organized and chaired by the Human Resources Generalist
* Meetings will be held on CMHA premises
* Achievement of the Multi-year Accessibility Plan will be discussed at each meeting
* The Chair will invite other agenda topics prior to each meeting
* Minutes of items discussed and decisions made will be kept by a Committee member and forwarded to the Chair within one week after a meeting
* Minutes and the Meeting Agenda will be distributed one week prior to each meeting
* Discussion materials will be distributed as early as possible
* The Chair can invite guest experts at his/her discretion
* The Chair will assure the availability of accessible format and communication supports as required

**Confidentiality and the sharing of information and resources**

* Discussions that contain personal information relating to any identifiable individual are to be kept strictly confidential.
* All materials distributed or produced are to be appropriately attributed to their source.
* Resource and discussion materials will be routed through the Chair
* The Chair will post materials to the Branch Intranet and Internet as appropriate

### Appendix 3 - CMHA AODA - IASR Policy

### Accessibility for Ontarians with Disabilities Act - Integrated Assessment Standards Regulation Policy - January 1, 2014

## Purpose:

The purpose of this policy is to express the Branch's commitment to meet the accessibility needs of persons with disabilities in a timely manner in accordance with the Accessibility for Ontarians with Disabilities Act ("AODA") - Integrated Accessibility Standards Regulation ("IASR"), and to direct the Branch's efforts in this regard.

The AODA was established in recognition of the history in Ontario of discrimination against persons with disabilities, and is intended to prevent and remove barriers to full participation in all aspects of society because of one's disability. The Branch has a vision of "a community which values everyone's human dignity...." It is therefore committed to enhancing the accessibility of its services, facilities, and employment opportunities to people with disabilities. It will work to prevent and remove barriers to accessibility and will include persons with disabilities in this process. It is committed to ensuring that people with disabilities have the same opportunity in a similar manner with regard to those services, facilities and employment opportunities that are available to those without disabilities.

This policy is intended to provide the overarching framework to guide the review and development of other Branch policies, standards, procedures, By-laws, and activities to comply with the IASR. At this time, the policy is to be read in conjunction with the Branch's "Plan to Provide Services to People with Disabilities in Accordance with the Accessibility Standard for Customer Service" and to the policy "Accommodation in Employment Due to Disability."

## Application:

This policy applies to all Branch employees, volunteers, board members, and agents of the Branch.

## Responsibilites:

The Director of Human Resources is responsible to oversee and coordinate the application of this policy and the achievement of the multiyear plan.

The Manager is responsible to prevent and remove barriers to accessibility within her/his management portfolio, and to communicate accessibility issues to Human Resources.

The Human Resources Generalist is responsible to lead the activities of the Accessibility Advisory Committee described below, and to ensure that Branch personnel receive the accessibility training that is required for the Branch to meet its accessibility obligations and timelines.

The Employee is responsible to provide feedback on and and to seek solutions with her/his Manager and resource group on accessibility issues.

IASR (Accessibility) Advisory Committee: The Branch will establish an IASR Advisory Committee, chaired by the Human Resources Generalist, to include employee(s), volunteer(s), board member(s) and person(s) with a disabilities. The Committee will provide advice and contribute to the development and progress of the Branch's multiyear accessibility plan. The Committee will report to the Director of Human Resources.

Obligations and Timelines**:**

The Branch is considered a "large private or not-for-profit organization" for purposes of the obligations and timelines set out in the regulation. The Branch will endeavour to work in advance of the stated timelines wherever practicable, and to implement accessibility solutions on an individualized case by case basis also wherever practicable. These obligations and timelines are as follows:

* Emergency Information Procedures for person with Disabilities: January 1, 2012
* Accessibility Policy: January 1, 2014
* Multiyear Accessibility Plan: January 1, 2014
* New internet web-sites and web content: January 1, 2014
* Training on the Standards: January 1, 2015
* Feedback: January 1, 2015
* Accessible Formats and Communication Supports: January 1, 2016
* Employment Standard: January 1, 2016

Emergency Information Procedures for person with Disabilities (January 1, 2012): If an employee's disability is such that workplace emergency response information is necessary, and the Branch is aware of the need for accommodation, The Branch will provide the employee with this information. The information will be provided, with the employee's consent, to the person designated to provide assistance. The information shall be reviewed when the employee moves to a different location, when the employee's accommodation needs change, and when emergency plans are reviewed.

Accessibility Policy (January 1, 2014): This policy shall be maintained on the Branch's web site and provided to individuals upon request, in the appropriate format or communication support. This policy will be provided in a summary format to all clients, employees, volunteers, board members, and agents of the Branch.

Multi-year Accessibility Plan (January 1, 2014): The Branch will establish, implement, maintain and document a multi-year accessibility plan in order to prevent and remove barriers and to meet the requirements of the IASR. The initial plan will be for a three year period, and subsequently one that is to be updated at least once every five years. The plan will be posted on the Branch website, and provided in an accessible format upon request.

New websites and web content (January 1, 2014): The Branch shall make its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 with regard to new websites and web content, initially at Level A and increasing to Level AA. This applies to all websites and web content by January 1, 2021

Training on the Standards (January 1, 2015): Training as appropriate will be provided on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to employees, volunteers, Board member and to agents of the Branch (in a manner appropriate to their duties). The Branch will keep a record of this training.

Feedback (January 1, 2015): The Branch shall ensure that there are processes for receiving and responding to feedback to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Accessible formats and communication supports (January 1, 2016): The Branch shall upon request and in consultation with a person making a request to provide or arrange for the provision of accessible formats and communications supports for persons with disabilities. This shall be done in a timely manner. The Branch shall notify the public of this requirement.

Employment Standard (January 1, 2016): The accessibility requirements with regard to employment cover recruitment, information on employee supports, employment accommodation and return to work plans, accessible formats and communication supports, performance development, career management and redeployment.

This standards applies to employees and agents of the Branch, but not to volunteers and Board members.

## Definitions:

### Barrier (Article 2 of the AODA, 2005)

A **“barrier”** is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice (organizational barrier)

Disability (Article 2 of the AODA, 2005, and Article 10 of the Human Rights Code)

“disability” means,

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

“accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

“communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

## References

* "AODA" - Accessibility for Ontarians with Disabilities Act, 2005, S.O. c. 11
* Accessibility for Ontarians with Disabilities Act, 2005 O. Reg. 191/11, Integrated Accessibility Standards
* Human Rights Code, R.S.O. 1990, c. H. 19
* CMHA Ottawa Plan to Provide Services to People with Disabilities in Accordance with the Accessibility Standard for Customer Service
* CMHA HR Policy 2.18 Accommodation due to disability

1. A Guide to Annual Accessibility Planning, under the Ontarians with Disabilities Act, 2001, www.gov.on.ca/citizenship/accessibility/English/accessibility planning.pdf, p.8 [↑](#footnote-ref-2)
2. Ministry of Community and Social Services website

   www.mcss.gov.on.ca/en/mcss/programs/accessibility/understand\_accessibility/what\_barriers.aspx [↑](#footnote-ref-3)
3. Article 2 of the AODA, 2005, and Article 10 of the Human Rights Code, A Guide to Annual Accessibility Planning, under the Ontarians with Disabilities Act, 2001[www.gov.on.ca/citizenship/accessibility/english/accessibilityplanning.pdf](http://www.gov.on.ca/citizenship/accessibility/english/accessibilityplanning.pdf), p.8 [↑](#footnote-ref-4)