Canadian Mental Health Association
Grey Bruce
Mental Health and Recovery Services

Accessibility Policy

Canadian Mental Health Association Grey Bruce Mental Health & Recovery Services

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Section	4
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PURPOSE:

CMHA Grey Bruce is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

POLICY:

CMHA Grey Bruce is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

CMHA Grey Bruce understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

CMHA Grey Bruce is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

SCOPE:

This policy applies to all CMHAGB staff and those who work with clients on behalf of the organization.

PROCEDURES:

Training
We are committed to training all staff and volunteers in accessible customer service, Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.
    - All employees receive training as soon as practicable following their hire and annually thereafter. Additional training is provided whenever relevant policies or procedures are updated or changed.
    - Records of all training are maintained, including the dates training was provided and the number of individuals trained.

Communication
We communicate with people with disabilities in ways that consider their disability. This may include the following:

- In person
- with support from a support person
- virtually
- via written communication
- or as requested

We will work with persons with disabilities to determine what method of communication works for them.

Obtaining Services

CMHA Grey Bruce is committed to ensuring that people with disabilities can access services in a respectful, equitable, and accessible manner. Where a service counter does not meet applicable accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations, staff will provide assistance or alternative arrangements to ensure that individuals using mobility aids can access services. This may include offering assistance at an accessible location or providing services through an alternative method, as appropriate.

CMHA Grey Bruce will make this policy publicly available and provide it in an accessible format upon request.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

If a fee or fare is normally charged to a customer for accessing our goods, services or facilities, fee/fare will not be charged for support persons.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, CMHA Grey Bruce will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If this organization determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, our organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:
Website and Social Media posts, physical signs, all staff email.

Feedback Process

CMHA Grey Bruce welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback can be provided via:

- Website
- Email
- In person
- In writing
- Mailed letter to Manager of QI and Organization Performance:
  205 - 1101 2nd Ave East, Owen Sound, Ontario
  N4K 2J1
- By requesting a formal meeting

All feedback and complaints will be handled respectfully, fairly, and in a timely manner.

- The person receiving the feedback or complaint will forward it to the Communications Manager and/or Quality Improvement Manager, as appropriate.
- The appropriate manager will review the feedback and direct it to the relevant person or department for follow-up.
- Individuals will be contacted as soon as practicable to acknowledge their feedback and, where appropriate, advise them of next steps and anticipated timelines.

CMHA Grey Bruce is committed to ensuring its feedback process is accessible to people with disabilities. Accessible formats and communication supports will be provided or arranged upon request, in accordance with applicable accessibility requirements.

Notice of Availability of Documents

CMHA Grey Bruce notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- In person at offices
- On our Website: https://greybruce.cmha.ca/accessibility

CMHA Grey Bruce will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to

determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback (See Feedback Process). The process is accessible upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services in accessible formats or with communication supports:

a) in a timely manner, taking into account the person's accessibility needs due to disability
b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

a) an explanation as to why the information or communications are unconvertible
b) a summary of the unconvertible information or communications.

We will meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

CMHA Grey Bruce advises job applicants of the availability of accommodation through job advertisements, application acknowledgements, interview invitations, and employment contracts. Applicants and employees are encouraged to request accommodation as needed.

CMHA Grey Bruce takes a collaborative approach to workplace accommodation and return-to-work planning, working with employees, supervisors, Human Resources, and union representatives, where applicable, to identify appropriate accommodations based on individual needs and functional restrictions and limitations, in accordance with applicable legislation and collective agreements.

Where needed, we will also provide customized emergency plans to help an employee with a disability during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

a) when the employee moves to a different location in the organization

b) when the employee's overall accommodations needs or plans are reviewed
c) when the employer reviews its general emergency response policies

We have a written process to develop individual accommodation plans for employees.
We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.