Canadian Mental Health Association
Grey Bruce
Mental Health and Recovery Services

CMHA Grey Bruce

Multi-Year Accessibility Plan 2026–2031

Reporting period (start and end dates): Fall 2026 - Fall 2031

Upcoming annual action period: October 2026 - September 2027

Approval authority and date: Stephen Musehl, CEO, October 6, 2026

Date of annual review: Sept 30, 2027 (and as needed/ongoing)

Date posted publicly: October 9, 2026

Next comprehensive review: Annually

Compliance Reporting Due During plan: Dec 31, 2026, Dec 31, 2029

Message from the CEO

Canadian Mental Health Association Grey Bruce (CMHAGB) is committed to ensuring that people with disabilities can access our programs, services, employment opportunities and environments with dignity and independence. We recognize physical, sensory, cognitive, and psychological accessibility needs and will work with people with disabilities to identify, prevent and remove barriers.

This plan sets out our accessibility priorities and provides a place to report progress each year. Our approach will combine accessible service, respectful communication, staff development and practical improvements across our owned and leased locations.

Stephen Musehl

Chief Executive Officer, CMHA Grey Bruce

Date: Oct 6, 2026

Introduction

CMHAGB strives to meet the accessibility needs of clients, families, support persons, employees, volunteers, and other people who use our services. We are committed to fulfilling applicable requirements under the Accessibility for Ontarians with Disabilities Act, 2005, the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code.

The plan covers **CMHAGB** programs, housing operations, owned and leased workplaces, employment practices, and public communications. We will review progress annually and review and update the multi-year plan at least every five years. Annual targets do not defer existing legal obligations or individual accommodation needs.

We will train relevant employees, volunteers, policy developers and people providing services on our behalf as soon as practicable and when applicable policies change. Training will be appropriate to their roles; records will include training dates and the number of people trained.

The Manager of Quality and Organizational Performance coordinates the plan and evidence. The IDEA Committee and the Family and Client Engagement reviews barriers and recommendations. Managers and functional leads implement actions; Senior Leadership reviews progress and resources; the Board receives the annual status report.

Annual consultation dates, participants and methods:

IDEA committee - Oct 27, 2026
Family and Client Engagement Panel – Oct 28, 2026

Fall 2026 -

Summary of Consultation Findings & Resulting Changes:

Findings:

_____

_____

_____

_____

_____

_____

_____

_____

Changes:

_____

_____

_____

_____

_____

_____

_____

_____

Section 1:
Past Achievements to Remove & Prevent Barriers

Customer Service

Record accessible-service improvements, how feedback was received, barriers to providing feedback, actions taken in response, and the verified customer-service compliance position.

- Created Family and client engagement panel to discuss topics such as accessibility
- Expanded scope of client survey to offer more options (in person, in person with support, online)
- Moved from 1024 2nd Ave West to 1415 1st Ave East to better serve clients entering space– including waiting room

Information and Communications

Accomplishments / Initiatives:

Changed website format so it was workable on both desktop and cellphone or tablet.

Employment

Accomplishments / Initiatives:

Recruitment and Selection

CMHAGB has strengthened its recruitment and selection practices to support an accessible and inclusive process.

- The standard job advertisement template includes a statement confirming **CMHAGB**'s commitment to equal opportunity, inclusion, and accommodation during the recruitment and selection process.
- A standardized interview invitation template is currently being developed to ensure candidates are consistently advised that accommodation is available during the interview and selection process.
- Accessibility and accommodation language is outlined in employment contracts/offer letters to reinforce **CMHAGB**'s commitment to an accessible, inclusive, and supportive workplace.
- These current practices and upcoming changes are intended to create greater consistency across recruitment and employment documentation and ensure that candidates and employees are aware that accommodation can be discussed.

Accommodation and Return to Work

CMHAGB has an established collaborative approach to accommodation and return-to-work planning.

- Return-to-work and accommodation planning is collaborative and may involve the employee, supervisor, Human Resources and appropriate medical information regarding functional restrictions and limitations.
- The process focuses on understanding restrictions/limitations and identifying appropriate accommodation options in relation to the employee's circumstances and position.
- For unionized employees, union representation is available in accordance with the collective agreement for matters related to the development, implementation and administration of accommodation and return-to-work plans.
- The collective agreement recognizes the obligations of the Employer, employees, and Union under the Ontario Human Rights Code, including the duty to accommodate.
- The collective agreement also provides for a union-designated steward to liaise with the Employer regarding accommodation matters.
- Where applicable, the collective agreement provides a process for an independent medical assessment to assist in determining an employee's ability to perform the duties and responsibilities of their position as part of a return-to-work or accommodation process.

Emergency Response and Workplace Safety

CMHAGB has established workplace safety and incident-response processes that support the safety of employees, volunteers, and others in the workplace.

- Panic alarms are part of the organization's workplace safety and emergency-response measures.
- An incident reporting system is used to document workplace incidents and near misses.
- Incidents requiring immediate attention are escalated and addressed through established response processes.
- The Joint Health and Safety Committee (JHSC) and Incident Review Committee provide ongoing review and oversight of workplace safety incidents, near misses, trends and opportunities for prevention and improvement.
- Both committees meet quarterly, with additional/immediate response processes used when circumstances require.
- Incident information and committee review are used to identify follow-up actions and opportunities to improve workplace safety and prevention practices.

- JHSC and Incident Review Committee meetings occur quarterly, with immediate escalation and response where circumstances require.

Self-service kiosks

CMHAGB does not have any self-service Kiosks.

Training

Accomplishments / Initiatives:

CMHAGB provides mandatory annual training to employees covering accessibility, human rights, health and safety, privacy, workplace violence and harassment, and other legislative and organizational requirements.

Current employee training assignments include:

- Understanding Human Rights Training (AODA Edition)
- AODA Customer Service Standards Training
- IASR Training: What All Employees Need to Know
- Occupational Health and Safety Awareness Training for Workers – Ontario
- Workplace Violence and Harassment Training for Employees – Ontario
- Personal Health Information Privacy Training – Ontario
- Infection Prevention and Control Training
- WHMIS Training

Similar training is assigned to volunteers.

CMHAGB is also working toward the development of a training bundle for Board members to support consistent awareness of accessibility, human rights, and related organizational responsibilities at the governance level.

- Review training requirements periodically to ensure content remains current and relevant to legislative and organizational requirements.

Design of Public Spaces

Accomplishments / Initiatives:

- New space in Owen Sound. From downtown - (not accessible) to 1415 1St Ave West – accessible space for our staff and clients. Completed Spring 2026. Includes accessible parking
- Moved Social Recreation in Hanover to main Hanover location – no longer have stairs to enter – 425 10th street, unit 8

Transportation

Accessible Transit Supported by HCSS-GB, Saugeen Mobility, Owen Sound Transit, and Meaford Transit as required.

Other

Accomplishments / Initiatives:

At our Frank St. residential location:

- New accessible walkway (Fall 2025)
- New accessible doors and grab bars (Fall 2025)
- New handrails (Summer 2026)

Section 2:
Strategies and Actions

Annual action period: Oct 2026 - Sept 2027. Actions reflect the 2026–2031 draft. Retained dates are internal planning targets, not statutory effective dates.

Customer Service

CMHAGB is committed to providing accessible services and facilities with the same high quality and timeliness available to others, respecting dignity, independence, integration and equal opportunity.

Planned action / measure	Responsible role	Timeframe
Review client access and accommodation practices, including sensory/cognitive needs, support persons and service animals; assign corrective actions for identified gaps.	Client Services / HR	December 2027; annual
Maintain accessible feedback channels; consult about communication needs; establish response-time baselines and improvement targets.	Quality / Managers	First annual cycle; ongoing
Review disruption notices and alternate service arrangements when accessible features are unavailable.	Managers / Facilities	Annual review; at each disruption

Annual status / actual result: _____

Additional action, owner and target date: _____

Information and Communications

CMHAGB is committed to accessible information and communication, including plain language, suitable formats, and communication support.

Planned action / measure	Responsible role	Timeframe
Improve an Accessible Communications Standard and templates for client/public documents, forms, presentations and digital content.	Communications	June 2027
Train all identified content-producing staff and review a sample of key client materials annually.	Communications / HR	December 2027; annual
Complete website accessibility reviews using automated and manual checks; assign owners/dates to findings.	Communications / IT	Baseline December 2027; annual
Maintain public notices about accessible formats and supports; consult requesters and provide suitable responses in a timely manner.	Communications / Managers	Ongoing

Annual status / actual result: _____

Additional action, owner and target date: _____

Employment

CMHAGB is committed to fair and accessible employment practices that take individual disability-related needs into account.

Planned action / measure	Responsible role	Timeframe
Review recruitment notices, selection of accommodations and information given to successful applicants and employees.	HR	December 2027; annual
Verify documented accommodation and return-to-work processes, accessible employee information and individualized emergency-response arrangements.	HR / Managers	December 2027; ongoing
Review accessibility in performance management, career development and redeployment where these processes are used; assign actions for gaps.	HR / Managers	December 2027; annual

Annual status / actual result: _____

Additional action, owner and target date: _____

Section 2: Strategies and Actions (continued)

Training

CMHAGB will provide role-appropriate training on applicable accessibility standards, accessible customer service and the Ontario Human Rights Code as it relates to persons with disabilities.

Planned action / measure	Responsible role	Timeframe
Verify training coverage for employees, volunteers, policy developers and others providing services on CMHAGB's behalf; address identified gaps.	HR / Managers	Annual verification; ongoing
Train new personnel as soon as practicable and provide training when applicable policies change; retain dates and participant counts.	HR / Managers	Onboarding; policy changes
Provide accessible documents for all identified content-producing staff.	Communications / HR	December 2027

Annual status / actual result: _____

Additional action, owner and target date: _____

Design of Public Spaces

CMHAGB will assess applicable accessibility requirements when constructing or redeveloping public spaces and reviewing accessibility across owned and leased locations. Existing spaces will also be considered through individual accommodation and barrier-removal planning.

Planned action / measure	Responsible role	Timeframe
Review 100% of active sites: routes, entrances, doors, counters, washrooms, waiting areas, wayfinding, lighting/noise, parking/access aisles where applicable and emergency routes. Record ownership/control and landlord responsibilities.	Facilities / Managers	December 2027; annual refresh

Planned action / measure	Responsible role	Timeframe
Create a prioritized, costed improvement schedule with an annual completion target based on baseline findings and funding.	CEO / Facilities / Finance	Initial schedule March 2028; annual review
Maintain feature inventories, preventive/service schedules and routine site checks; log failures and repairs.	Facilities / Managers	Ongoing; annual review
For failures, assess safety and service impacts, arrange alternatives, notify affected users, and verify restoration. Notices identify reason, expected duration, alternatives, and contact.	Managers / Facilities	Promptly at each disruption

Annual status / actual result: _____

_____

Additional action, owner and target date: _____

Leased sites: report defects to the landlord, obtain a repair plan and escalate unresolved barriers. Record interim access arrangements and include accessibility responsibilities in lease discussions. Confirm construction/redevelopment triggers and technical requirements for each project; a site review alone is not a code-compliance certification.

Transportation

Not currently applicable to **CMHAGB**. However, with many clients in Grey Bruce aging, and transportation being a barrier, looking into future funding opportunities for accessible vehicles would be beneficial.

Planned action / measure	Responsible role	Timeframe
Start planning vehicle purchases to include accessible vehicles. Include costing, insurance and other plan	Client Services / CEO	During annual review; before relevant service changes

Annual status / actual result: _____

Additional action, owner and target date: _____

Other

Governance, consultation and barrier-removal work support all accessibility categories.

Planned action / measure	Responsible role	Timeframe
Conduct at least one accessible consultation cycle each year with persons with disabilities; record recommendations, responses and resulting changes. Consult early on significant facility/service/technology changes.	Quality / IDEA / Managers	Annually from 2027; project planning
Compile annual measures, achievements, unresolved barriers, delays, resource needs and next-year priorities. Report to leadership/Board and post publicly in accessible form.	Quality / CEO / Communications	Within 6 months of reporting-period end
Review the plan annually and renew the multi-year strategy within five years of approval.	Quality / CEO	Annual; comprehensive review by 2031 approval anniversary

Annual status / actual result: _____

Additional action, owner and target date: _____

Barrier categories: physical/sensory; information/communication; attitudinal; technological; systemic. Consider cognitive and psychological needs across categories. Prioritize safety, essential access and compliance gaps, while responding promptly to individual accommodation needs.

Annual measures: sites reviewed / staff trained / procurements assessed:

_____

Barriers opened / resolved / overdue and user-experience findings:

_____

Approved resources / funding and outstanding decisions:

_____

_____

For More Information

For information about this accessibility plan, contact:

Jake Presseault
Manager of Quality and Organizational Performance, CMHA Grey Bruce

Phone: 519-371-7192 ext. 1012

Email: jpresseault@cmhagb.org

Mailing address: 1101 2nd Avenue East, suite 205, Owen sound, Ontario, N4K 2J1

The **Accessibility Plan** and **Accessibility Policy** can be found on our website by clicking the link below:
https://greybruce.cmha.ca/accessibility/

The **Website Accessibility Feedback** link can be accessed by clicking the link below:
https://greybruce.cmha.ca/feedback/

Standard and accessible formats of this plan are available upon request.
We will consult with the requester to determine a suitable format and/or communication support.