

Accessibility Implementation Plan

Year 2013 - 2018

Accessibility Standard	We currently have in place	Current Barrier	Action	Target Timeline
S 27 - Employees w/ disabilities are provided w/ personal workplace emergency response plan	CMHA-YR Emergency Evacuation Protocol states that all employees share the responsibility of ensuring that all occupants are safely evacuated from the premises when necessary and each location has a designated internal safe zone for those who are unable to evacuate so they can wait for assistance from emergency personnel, i.e. fire, police. Each site also has a designated evacuation marshall to ensure that everyone has evacuated the premises or is at the designated internal safe zone.	<ul style="list-style-type: none"> Reluctance of employee to disclose need for accommodation Is participation mandatory or can employees opt out and is this a liability issue Worker isolation 	<p>Developed Employee Emergency Information Worksheet & Individualized Emergency Response.</p> <p>Training is required.</p> <p>Annual review of individual emergency plans</p> <p>Send out an annual reminder to staff of the possibility to have an emergency plan</p>	<p>Completed</p> <p>December 2013</p>
S 3 – Develop, implement & maintain policies to support each accessibility standard	<p>Customer Service Standards is completed.</p> <p>Three areas of the Integrated Accessibility Standards that apply to us are Employment, Design of Public Spaces, and Information & Communication</p>	<ul style="list-style-type: none"> Current CMHA YR policies may not all include consideration of accessibility that is required by the AODA standards 	<p>Review of all current policies</p> <p>Develop new policies where required and update current policies to ensure they meet legislated requirements</p>	Ongoing
S 4 – Establish & maintain a multi-year accessibility plan outlining strategies to prevent & remove barriers	Plan is a work in progress at this time	NA	Alternative format will be available and made accessible,	Ongoing
S 4 – Plans must be posted on organization's websites & made available in accessible format upon request	Plan is a work in progress at this time	Need to investigate ability to make plan available in other accessible formats, if requested to do so.	<p>Put plan into pdf format to add to website</p> <p>Alternative format will be available and accessible</p> <p>Available to provide upon request</p> <p>Training for staff</p>	December 2013
S 7 – Train all staff, students & volunteers on the requirements of the IASR & OHRC (as it relates to people with disabilities)	Nothing in place at this time	Materials in alternative format	<p>CMHA program services materials will be reviewed to ensure multiple alternative formats can be provided, if requested</p> <p>In-house training</p>	December 2013
S 12 – Workplace info & communications are provided in accessible formats	Currently info and communications are provided through written, electronic means, i.e. email, PPM and verbally through staff meetings	Other alternative formats	<p>Investigate options available re providing communication in alternative formats, if requested</p> <p>Develop communication policy</p>	2014
S 12 – Accessible formats & communication supports	Website updated to allow for larger font and a means of customer feedback re accessibility issues	Materials in alternative formats	Investigate if there is something more we need to do at this time	2014

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S 22-24 – Recruitment is accessible (eg Accommodations for interviews)	Recruitment policies & procedures currently being reviewed to ensure in accordance with legislation	Bona fide job requirements, e.g. driving for front line staff	Update recruitment policies & procedures, practices to ensure that compliance is met at all stages of the process	December 2013
S 25, 26, 28 – Individual accommodation plans are developed to accommodate persons with disabilities	Accommodation policy and protocols are available A form has been developed for request and approval of an accommodation plan	NA	Review and revise the accommodation policy Employees reminded annual of this option	November 2013 Annual
S 29 – Employees returning to work after disability – related absences are accommodated	HR practice is to accommodate according to physician's recommendations, the accommodation protocol is followed to ensure the needs of the employee are identified and met to the point of undue hardship	Will comply up to point of undue hardship	Review current policy	November 2013
S 30-32 – An employee's accessibility needs are considered through the full spectrum of employment opportunities, including performance management, career development and redeployment	Current policies	Time Constraint	Current policies will be reviewed and updated as required to meet legislation Policies consider accessibility and inclusion/diversity, as required by the AODA and Ontario Human Rights Code	2014-2015
S 14 – All internet websites & web content must conform with WCAG 2.0 Level AA. *Excluding live captioning & audio description	Enlarge the font on the web	Software from the Web developer	Research & explore using the tool "BrowseAloud"(tool for webinar or tool bar to turn on volume, caption, etc)	2016 - 2017
Feedback	Feedback from multiple or alternative ways eg verbal feedback, in person, via website format, phone number provide, on location, Customer Feedback process is in place Employee feedback protocol is in place	Not enough alternative formats . eg by filling the form on site,	Need to have feedback process be available in alternative formats	Completed Annual review
Accessible emergency and public safety information	Offer information on CMHA-YR's public safety and emergency information.	Ability to offer information in alternative formats	Review public safety and emergency information available at all locations and programs. Ensure the ability to offer alternative formats, if requested	December 2013