

Policy Name & Number	ACCESSIBILITY – INTEGRATED STANDARDS - 24
Date Last Reviewed	11/25/2020
Approval or Last Revision	11/25/2020
Approved By	CEO

PREAMBLE

Canadian Mental Health Association, Peel Dufferin has an organizational commitment to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

The following policy has been established by CMHA Peel Dufferin to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. CMHA Peel Dufferin is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

GUIDING PRINCIPLES

CMHA Peel Dufferin has developed this policy with the following four guiding principles

- **Dignity** – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- **Independence** – a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- **Integration** – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.
- **Equal opportunity** – provide service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others.

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POLICY

- CMHA Peel Dufferin is committed to meeting the needs of persons with disabilities in a timely manner.
- CMHA Peel Dufferin will make every reasonable effort to meet accessibility requirements, by preventing and removing barriers to accessibility, under the Accessibility for Ontarians with Disabilities Act.
- CMHA Peel Dufferin will implement this Policy in accordance with the time frames established by the legislation.

DEFINITIONS

Accessibility for Ontarians with Disabilities Act, 2005 - The *Accessibility for Ontarians with Disabilities Act* (AODA) is the provincial legislation mandating accessibility for persons with disabilities.

Accessible formats - are an alternative to standard formats and are accessible to people with disabilities. 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.

Communications - means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication supports - means supports that individuals with disabilities may need to access information. These include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability

- (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”).

Ontario Human Rights Code - The *Ontario Human Rights Code* is a provincial law that gives everybody equal rights and opportunities without discrimination in specific protected social areas such as Housing, Contracts, Employment, Services and Vocational associations (unions). Protected grounds are: Age, Ancestry, colour, race, Citizenship, Ethnic origin, Place of origin, Creed, Disability, Family status, Marital status (including single status), Gender identity, gender expression, Receipt of public assistance (in housing only), Record of offences (in employment only) Sex (including pregnancy and breastfeeding) and Sexual orientation.

Self-Service Kiosks - A self-service kiosk is an interactive electronic terminal, such as a point-of-sale device you use at a grocery store checkout or for fare or parking payment. People with disabilities should be able to use a self-service kiosk as independently and securely as possible.

GENERAL PROVISIONS AND PROCEDURES

These general provisions and procedures refer to the broad legislative requirements of the AODA; For specific procedures and responsibilities within CMHA Peel Dufferin , please refer to the CMHA Peel Dufferin Multi-Year Accessibility Plan.

1. Multi-Year Accessibility Plan

- 1.1. CMHA Peel Dufferin will develop, maintain and document a Multi-Year Accessibility Plan outlining the CMHA Peel Dufferin strategy to make the organization more accessible and to improve opportunities for persons with disabilities.
- 1.2. The Multi- year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the CMHA Peel Dufferin website.
- 1.3. Upon request, CMHA Peel Dufferin will provide a copy of the Accessibility Plan in an accessible format.

2. Self-Service Kiosks

- 2.1. CMHA Peel Dufferin will have consideration for accessibility when designing, procuring or acquiring any self-serve kiosks to better serve persons with disabilities.

3. Training Employees and Volunteers

- 3.1. CMHA Peel Dufferin will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to all its employees, volunteers and contractors.
- 3.2. The training will be appropriate to the duties of the employees, volunteers and other persons.
- 3.3. Employees will be trained when changes are made to the Accessibility Policy.
- 3.4. New employees will be trained during New Hire Orientation.
- 3.5. Human Resources will keep a record of the training provided to staff.

4. Information and Communications Standards

- 4.1. Feedback
 - 4.1.1 CMHA Peel Dufferin will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.
- 4.2. Accessible Formats and Communication Supports
 - 4.2.1 Upon request, CMHA Peel Dufferin will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.
 - 4.2.2 CMHA Peel Dufferin will consult with the person making the request in determining the suitability of an accessible format or communication support.
 - 4.2.3 CMHA Peel Dufferin will also notify the public about the availability of accessible formats and communication supports.



4.3. Accessible Websites and Web Content

- 4.3.1 CMHA Peel Dufferin will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.

5. Employment Standards

5.1. Recruitment, Assessment or Selection Process

- 5.1.1 CMHA Peel Dufferin will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.
- 5.1.2 CMHA Peel Dufferin will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request, in relation to the materials or processes to be used.
- 5.1.3 If a selected applicant requests an accommodation, CMHA Peel Dufferin will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

5.2. Notice to Successful Applicants

- 5.2.1 When making offers of employment, CMHA Peel Dufferin will notify the successful applicant of its policies for accommodating employees with disabilities, through the Employment Agreement.

5.3. Informing Employees of Supports

- 5.3.1 CMHA Peel Dufferin will inform its employees of its Accommodation policies, used to support employees with disabilities.
- 5.3.2 This information will be provided to new employees during New Hire Orientation.

5.4. Accessible Formats and Communication Supports for Employees

- 5.4.1 Upon the request of an employee with a disability, CMHA Peel Dufferin will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other staff.
- 5.4.2 CMHA Peel Dufferin will consult with the employee making the request, in determining the suitability of an accessible format or communication support.



5.5. Workplace Emergency Response Information

5.5.1 CMHA Peel Dufferin will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if CMHA Peel Dufferin is aware of the need for accommodation due to the employee's disability, as soon as practicable after becoming aware of the need for accommodation.

5.5.2 Where the employee requires assistance, CMHA Peel Dufferin will, with the consent of the employee, provide the workplace emergency response information to the person designated by CMHA Peel Dufferin to provide assistance to the employee.

5.5.3 CMHA Peel Dufferin will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

5.6. Documented Individual Accommodation Plans

5.6.1 CMHA Peel Dufferin will maintain a written process for the development of documented individual accommodation plans (IAPs) for employees with disabilities.

5.6.2 If requested, information regarding accessible formats and communications supports provided will also be included in the IAPs.

5.6.3 In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

5.7. Return to Work Process

5.7.1 CMHA Peel Dufferin will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

5.7.2 The return to work process outlines the steps CMHA Peel Dufferin will take to facilitate the return to work and will include documented IAPs as part of the process.

5.7.3 This return to work process will not replace or override any other return to work process created by or under any other statute (ie. the *Workplace Safety Insurance Act, 1997*).



- 5.8. Performance Management, Career Development and Advancement & Redeployment
 - 5.8.1 CMHA Peel Dufferin will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to staff, or when redeploying staff.

6. Questions about this policy

- 6.1. This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

**Office of the Chief Executive Officer
 CMHA Peel Dufferin
 The Community Door – Brampton
 7700 Hurontario Street, Unit 601,
 Brampton, ON L6Y 4M3**

APPLIES TO:

All	<input checked="" type="checkbox"/>	All Staff	<input type="checkbox"/>	Direct Services	<input type="checkbox"/>	Corporate Services	<input type="checkbox"/>
Board	<input type="checkbox"/>	Students	<input type="checkbox"/>	Volunteers	<input type="checkbox"/>		