



Canadian Mental
Health Association
Thunder Bay
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Message from Canadian Mental Health Association – Thunder Bay Branch

We are happy to share the Canadian Mental Health Association – Thunder Bay Branch Multi-Year Accessibility Plan, covering the three years from 2020-2024. This Plan describes how Canadian Mental Health Association – Thunder Bay Branch will continue to identify and eliminate accessibility barriers, both as a provider of mental health services to clients, and as an employer to any staff member.

Over the few years, Canadian Mental Health Association – Thunder Bay Branch has focused on implementing practices to ensure that we are in compliance with the requirements under the *Accessibility for Ontarians with Disabilities Act*. From 2020-2024, we hope to build upon the progress that we have made in this area, in line with our five-year plan.

We are motivated to be a frontrunner in service and operational excellence, and we will continue to empower our clients, employees and volunteers. As a leading service provider in the area of mental health, we continue to strive towards the goal of having barrier free services that are accessible for all individuals involved.

We will remain focused on meeting all accessibility needs of individuals involved with our agency by continuing to provide up-to-date staff training and keeping accessibility as a top priority for our agency.

We welcome any type feedback on our accessibility practices.

Introduction / Statement of Commitment

Canadian Mental Health Association - Thunder Bay Branch will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Canadian Mental Health Association - Thunder Bay Branch will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Canadian Mental Health Association - Thunder Bay Branch will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Canadian Mental Health Association - Thunder Bay Branch will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory



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committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Canadian Mental Health Association - Thunder Bay Branch's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Past Achievements / Future Commitments to Remove and Prevent Barriers

Over the years, Canadian Mental Health Association – Thunder Bay Branch has acted in compliance with all current accessibility standards, and will continue to do so in the future to meet the requirements of the Integrated Accessibility Standards Regulation.

Canadian Mental health Association – Thunder Bay Branch keeps various accessibility policies to ensure that we are meeting accessibility regulations in our day to day activities, and that we act with the principles of equality, dignity and independence in mind.

We are also proud of how we have acted in the past in our efforts to eliminate and prevent barriers, and we are committed to continue to do the same moving forward into the future. From 2020-2024, our priorities will be: continuing to comply with our responsibilities under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards Regulation. Canadian mental Health Association – Thunder Bay Branch is committed meeting all accessibility requirements in the following areas: customer (client) service, employment, information & communications, public spaces & procurement. Each of these areas is described in further detail below, where we outline specific commitments, action that has been taken, and any planned action that may exist for each area.

Customer (Client) Service

Commitment

CMHA - Thunder Bay Branch will ensure it takes all reasonable measures to provide accessible services to clients with a disability.

Action Taken

- CMHA – Thunder Bay Branch has ensured that stakeholders are aware that they can ask for alternative formats of materials, and can speak with us about accommodations they require in the application process and when attending a CMHA building, leased property or event. We have included an accessibility offer on a greater range of materials, and not confined the discussion of accessibility to our website alone.
- CMHA – Thunder Bay Branch has established a Client Member Advisory Council, in which member of CMHA – Thunder Bay Branch are able to voice any



ideas or concerns that they may have in relation to the agency, including the topic of accessibility.

- CMHA – Thunder Bay Branch has ensured that all mandatory accessibility training is completed in a timely fashion when new staff members are going through the onboarding process. We have also made sure that this training information is recorded and kept on file.
- CMHA – Thunder Bay Branch has ensured that all staff members that deal with the public are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- CMHA – Thunder Bay Branch has ensured that all staff members are trained on and familiar with numerous assistive devices that may be used by customers with disabilities who are accessing our services.
- CMHA – Thunder Bay Branch has ensured that clients, members, and other third parties who are accompanied by service animals or support persons in areas of Canadian Mental Health Association – Thunder Bay Branch open to the public are accommodated.
- CMHA – Thunder Bay Branch has provided clients with timely notification of any disruption to our services or facilities. Notices are posted in accessible formats in public entrances where clients or members access CMHA services with information regarding the reason for the disruption, the estimated duration and a description of alternate services facilities, if at all available. Depending on the nature of the disruption, CMHA will also use other available accessible communication channels, such as the agency website or by telephone or email if possible.
- CMHA – Thunder Bay Branch has welcomed welcomes customer feedback to improve the accessibility for clients or members through numerous communications channels.

Planned Action

CMHA - Thunder Bay Branch will continue to build upon the action taken in regards to the points mentioned previously in this section in regards to customer (client) service and accessibility. CMHA – Thunder Bay will also work towards the following plans of action listed off below:

- Going Forward CMHA – Thunder Bay Branch will continue to pay specific attention to the Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation which requires us to have policies and procedures in place to support providing people with disabilities with accessible services.



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- CMHA – Thunder Bay Branch will utilize its social media accounts, our organizational website and day-to-day speaking opportunities to bring more awareness to our commitment to accessibility, as well as the accessibility options that are available for members of our agency.
- CMHA – Thunder Bay Branch will utilize all available resources, and make a greater effort to promote them among our employees and members of our agency.

Information and Communications

Commitment

CMHA Thunder Bay Branch will ensure it takes all reasonable measures to provide materials and content in accessible formats when requested, and have communication supports in place for employees, trainees and job candidates with a disability.

Action Taken

CMHA – Thunder Bay Branch has included the following email footer for each member of the Human Resources Team: “If you have any accommodation needs or require communication supports or alternate formats, please let me know”.

When asked, CMHA- Thunder Bay Branch has made our emergency and public safety information accessible to the public.

CMHA – Thunder Bay Branch has made information about our organization’s goods, services and facilities accessible upon request

CMHA-Thunder Bay Branch has ensured that processes for receiving and responding back to feedback are accessible to persons with disabilities, by arranging or providing for the provision of accessible formats and communication supports, upon request and as quickly as possible.

CMHA- Thunder Bay Branch has verified with the CMHA-Ontario Division to ensure that our website is at the required WCAG 2.0 Level AA before the deadline of January 1, 2021.

Planned Action

CMHA - Thunder Bay Branch will continue to build upon the action taken in regards to the points mentioned previously in this section in regards to information and communication and accessibility. CMHA – Thunder Bay will also work towards the following plans of action listed off below:



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- Going forward, CMHA-Thunder Bay Branch will continue to pay specific attention to the Information and Communications Standard under the Integrated Accessibility Standard Regulation which requires us to communicate and offer information in ways that are accessible to people with disabilities.
- CMHA – Thunder Bay Branch will also look into more ways in which feedback can be provided as they come available, to ensure that feedback can be received in whatever format best fits a specific individual.

Employment

Commitment

CMHA - Thunder Bay Branch will ensure it takes all reasonable measures to provide accessible employment services to employees with a disability.

Action Taken

- When needed, CMHA- Thunder Bay Branch is able to provide individual plans to help employees with disabilities during an emergency. CMHA is also able to format emergency information so an employee with a disability can understand it.
- CMHA – Thunder Bay Branch has notified employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities.
- CMHA – Thunder Bay Branch has notified new hires and staff of policies for accommodating employees with disabilities.
- Put in place a written process to help develop individual accommodation plans for employees with a disability.
- CMHA – Thunder Bay Branch has a written return to work process in place for employees who have been absent due to a disability.
- CMHA – Thunder Bay Branch takes the needs of employees with disabilities into account when looking at matters such as performance appraisals, career development or redeployment, when needed.

Planned Action

CMHA - Thunder Bay Branch will continue to build upon the action taken in regards to the points mentioned previously in this section in regards to employment and



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accessibility. CMHA – Thunder Bay will also work towards the following plans of action listed off below:

- Going forward, Canadian Mental Health Association – Thunder Bay Branch will continue to pay specific attention to the Integrated Accessibility Standard Regulation which outlines responsibilities regarding accessibility requirements to follow in order to support inclusive recruitment and accommodation of employees with disabilities.
- CMHA – Thunder Bay Branch will continue to research best practice methods for recruitment in relation to accessibility, including looking into alternate interview formats and performance management processes.
- CMHA – Thunder Bay Branch will continue to promote its open door policy where employees may identify their accommodation needs to their managers at any time and during performance appraisals, when needed.
- Managers of CMHA – Thunder Bay Branch will confirm that new employees have received mandatory AODA training during their onboarding by speaking with the member of the human resources information team conducting the onboarding, as well as by verifying this on their onboarding checklist.

Procurement

Commitment

CMHA - Thunder Bay Branch will review accessibility criteria when acquiring or procuring services, goods or facilities. If it is not practical to do so, then we will provide an explanation, upon request.

Action Taken

- When procuring services, goods or facilities, CMHA - Thunder Bay Branch has reviewed accessibility criteria whenever necessary.
- CMHA – Thunder Bay Branch has ensured that vendors or services providers were aware of the accessibility requirements during the redevelopment or renovations of areas in which CMHA operates.

Planned Action

CMHA - Thunder Bay Branch will continue to build upon the action taken in regards to the points mentioned previously in this section in regards to procurement and accessibility. CMHA – Thunder Bay will also work towards the following plans of action listed off below:



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- Under the Integrated Accessibility Standard Regulation, CMHA – Thunder Bay Branch will continue to incorporate accessibility features when acquiring or procuring goods, services or facilities, except in situations where it is not practicable to do so.
- CMHA – Thunder Bay will continue to have staff members consider and include accessibility criteria when procuring services, goods or facilities.
- CMHA – Thunder Bay will continue to be aware of and adhere to the “accessibility rules for procurement” from the Ontario Government, when procuring services, goods or facilities.

Design of Public Spaces

Commitment

CMHA - Thunder Bay Branch will ensure it takes all reasonable measures to remove barriers and design accessible public spaces for all employees, clients and members of the public.

Action Taken

- CMHA – Thunder Bay Branch has ensured that all new or redeveloped spaces in which they are operating in are accessible for those they come into contact with.
- CMHA – Thunder Bay Branch has also maintained accessible elements of any public spaces that they operate.

Planned Action

CMHA - Thunder Bay Branch will continue to build upon the action taken in regards to the points mentioned previously in this section in regards to the design of public spaces and accessibility. CMHA – Thunder Bay will also work towards the following plans of action listed off below:

- CMHA - Thunder Bay Branch will continue to pay specific attention to the Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation requires CMHA – Thunder Bay Branch to ensure that newly-constructed or significantly renovated public spaces such as service counters, public eating areas and waiting areas are accessible to people with disabilities.
- CMHA – Thunder Bay Branch will ensure that accessibility continues to be carefully considered when it comes to leases, renewals of leases and any relevant renovation projects.



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- CMHA – Thunder Bay Branch will continue to host events at venues which are accessible to clients and members.

Conclusion

We here at CMHA -Thunder Bay Branch are committed to providing an accessible workplace that is free from barriers and meets the needs of those that we interact with. We are proud of our past accomplishments in this area and we are excited to continue to meet all of the accessibility requirements that will be coming up in the future. By continuing to evaluate, plan and commit ourselves to providing an accessible workplace for all, we know that we will be creating workplace that is open to everyone. We look forward to continuing our mission of being a front runner in the area of accessibility.

For More Information and to Provide Feedback

This plan is available in alternate formats, upon request.

We welcome input to ensure that this Plan includes ways to reduce or remove barriers that one may be experiencing. Please let us know how this plan meets your needs and where it needs to be enhanced.

Feedback may be provided in writing, by calling us, or by sending an email. Please direct questions and feedback about this policy, or requests for alternate formats of this policy to:

If you have any questions or concerns about this plan or its related procedures please contact:

- Janice Kirychuk, Director of Business Operations
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