

Annual Status Report

Multi-Year Accessibility Plan 2020-2024

2020 Annual Status Report

In 2020, with the introduction of our multi-year accessibility plan, CMHA – Thunder Bay Branch continued to comply with its requirements under the AODA and undertook several accessibility-related initiatives, as described below:

Completed an Accessibility Compliance Report

Strengthened our communications on the job postings to welcome and encourage applicants with disabilities.

Utilized our organizational website to bring more awareness to our commitment to accessibility, as well as the accessibility options that are available for members of our agency.

Reviewed training that is provided to staff and management on Accessibility – Customer Service and Accessibility – Understanding Human Rights and ensured that it was being completed in a timely manner.

Committed to holding all Canadian Mental Health Association – Thunder Bay Branch hosted public events at accessible venues.

Audited Canadian Mental Health Association – Thunder Bay Branch’s website and fixed any issues to ensure accessibility standards are maintained.

Conducted environmental assessments for new office and service locations for First Place Clinic, Justice and Case Management/Housing and Outreach Services and Crisis Response Services. Consideration went into accessibility requirements and capabilities when picking out the new office sites.

2021 Annual Status Report

In 2021, Canadian Mental Health Association – Thunder Bay Branch continued to comply with its requirements under the AODA and undertook several accessibility-related initiatives, as described below:

Ensured that social media was being utilized to link our job postings, in an attempt to advertise our job opportunities that welcome those with disabilities, to a larger audience.

Revised our “Return to Work” process for employees returning to the workplace after a medical leave. Special consideration was given to those who may be in need of accommodation or have changed accessibility needs when returning to work.

Ensured that accessibility needs of staff, clients and visitors were taken into account during the Covid-19 pandemic. Enhanced the use of Zoom meetings and considered specialized accessibility needs for individuals when planning how to return to workplace during social distancing measures.

Researched more ways into which feedback could be provided and received, to offer more options for individuals providing feedback.

2022 Annual Status Report

In 2022, the Canadian Mental Health Association – Thunder Bay Branch continued to comply with its requirements under the AODA and undertook several accessibility-related initiatives, as described below:

Digitized various employment related forms to ensure employees could access them via a computer, so that more accessibility options would be available when accessing them.

Reviewed internal training model and introduced additional employees as internal trainers, in order to provide more efficient mental health training, related to accessibility and client service.

Conducted maintenance on walkway into the building to ensure that the surface was safe accessible for staff, clients and visitors who make use of that area.

Ensured that all-staff meetings that were held were hosted by off-site venues that were accessible to all staff members.

Had the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA) completed to ensure that client feedback was received on the quality of care provided. This survey contains questions that speak on the topic of accessibility that clients receive.

Completed an assessment through Accreditation Canada, which reviews and audits various standards, including accessibility. Achieved the status of an “Accredited Service Provider - Accreditation Canada”.

2023 Annual Status Report

In 2023, Canadian Mental Health Association – Thunder Bay Branch continued to comply with its requirements under the AODA and undertook several accessibility-related initiatives, as described below:

Completed an Accessibility Compliance Report.

Researched where Canadian Mental Health Association – Thunder Bay Branch could post its job advertisements to attract individuals with disabilities.

Reviewed and revised “Accessibility - Client Service” policy to ensure that the policy to ensure that the policy is in line with the current organizational practices and meets the legislated requirements.

Reviewed and revised “Accessibility - Design of Public Spaces” policy to ensure that the policy to ensure that the policy is in line with the current organizational practices and meets the legislated requirements.

Reviewed and revised “Accessibility – Employment” policy, to ensure that the policy is in line with the current organizational practices and meets the legislated requirements.

Reviewed and revised “Transportation of Clients/Members” policy to ensure that the policy speaks to how accessible service can be provided to clients with accessibility needs, while also confirming that it is in line with the current organizational practices and meets the legislated requirements.

2024 Annual Status Report

In 2024, Canadian Mental Health Association – Thunder Bay Branch continued to comply with its requirements under the AODA and undertook several accessibility-related initiatives, as described below:

Completed an AODA Desk Audit review through the Ministry of Seniors and Accessibility, ensuring we were compliant with our accessibility requirements.

Signed up with “Discover Ability” for job posting to attempt to put our job posting in areas with people with disabilities <https://discoverability.org/>

Updated the Accommodation Policy Form to include wording on the form being available in an accessible format, when a request is made to the Manager of Human Resources. Also included wording on the types of accessible format available, which includes but are not limited to large print, recorded audio and electronic formats, braille, and other formats.

Reviewed and revised “Accessibility – Employment” policy, to ensure that the policy is in line with the current organizational practices and meets the legislated requirements.

Reviewed and revised “Accommodation” policy, to ensure that the policy is in line with the current organizational practices and meets the legislated requirements.

Updated the Statement of Commitment to Accessibility

Created new 2025 – 2026 Multi-Year Accessibility Plan.