

**CANADIAN MENTAL HEALTH ASSOCIATION, WINDSOR-ESSEX COUNTY BRANCH
MULTI-YEAR ACCESSIBILITY PLAN**

Developed: 12/01/2013

Revised: Version 10, December 2021

INTEGRATED STANDARD - GENERAL REQUIREMENTS

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed
Statement of Commitment Create and/or review policies and procedures for each standard.	January 1, 2014	Completed	Requirements include: Statement of Commitment made public such as posted on an organizations website. Assess current policies and identify gaps related to accessibility.	Statement of Commitment was posted to the CMHA-WECB main website in October 2013.
Develop and post Multi-Year Accessibility Plan	January 1, 2014	Completed		CMHA-WECB's Multi-Year Accessibility plan was posted to the main website in December 2013.
Kiosks: After the deadline kiosks need to consider accessibility requirements of customers with disability.	January 1, 2014	Completed	Requirements include: Consider accessibility features required by customers/clients when designing, procuring, developing or acquiring a public electronic kiosk or computer terminal.	The agency will consider accessibility features required by its clients when considering the design or procurement of public kiosks.
Complete government accessibility report	December 31, 2014	Completed		Accessibility report filed as required.
Train staff , volunteers (including Board Members) and all paid positions on the IASR and on aspects of the Human Rights Code that relate to accessibility.	January 1, 2015	Completed	Requirements include: Training format is flexible and can be delivered in a variety of means (i.e., In-person, on-line). Training process for new employees and volunteers needs to be developed. Training records should be maintained. Training needs to be appropriate to job duties and kept current.	Staff, volunteers and board members have been trained on the IASR requirements. IASR training has also been incorporated into our onboarding process for these positions as well.
Complete government accessibility report	December 31, 2017	Completed		Completed August 2017
Update Multi-Year Accessibility Plan	January 1, 2019	Completed	Requirements include: Multi-Year Accessibility Plans need to be reviewed and updated every 5 years.	
Complete government accessibility report	December 31, 2020	Completed	Details on reporting requirements have yet to be released.	
Complete government accessibility report	December 31, 2023		Details on reporting requirements have yet to be released.	

INFORMATION & COMMUNICATION STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed
Make your emergency and public safety information accessible to the public and accessible when requested.	January 1, 2012	Completed	Requirements include: Review emergency and public safety information you provide. Develop a process for responding to requests for alternative formats and supports.	Agency reviewed the Emergency and public safety information in 2011 as required by Accreditation. Emergency information is currently provided in a variety of formats.
Make your feedback processes (including surveys or comment cards) accessible when requested.	January 1, 2015	Completed	Requirements include: Develop a process for responding to requests for alternative formats and supports.	
Make information about your organization's goods, services and facilities accessible upon request.	January 1, 2016	Completed	Requirements include: Develop a process for responding to requests for alternative formats and supports.	Procedure for responding to requests for alternative formats and supports contained within "Communicating with People with Disabilities" policy
New - Internet websites developed after deadline must conform with WCAG 2.0 level A	January 1, 2014	Completed	Applies only to sites created after the January 1, 2014 deadline	New CMHA websites conform to WCAG 2.0 level AA.
All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	January 1, 2021	Completed		See note above.

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EMPLOYMENT STANDARD

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
Provide individual emergency safety plans for employees with disabilities during an emergency and/or emergency information that's formatted so an employee with a disability can understand it.	January 1, 2012	Completed	Requirements include: Determine which employees need individual plans (both permanent or temporary). Plans should include employee consent. Prepare and provide information to these employees (in an accessible format if required).	Process for emergency plans for employees with both permanent and temporary disabilities has been incorporated in both the recruitment and return to works processes.
Recruitment: Notify the public and applicants about the availability of accommodation in the recruitment process.	January 1, 2016	Completed	Requirements include: Informing public/applicants of the organization's accommodation policy. If requested, consult with applicant to arrange suitable alternatives to materials or process.	Posted on Careers page of agency's website and included on job specific postings
Assessment: Inform selected candidates that accommodation are available during the assessment and selection process for people with disabilities.	January 1, 2016	Completed	Requirements include: Inform candidates that accommodations are available. Provide or arrange accommodations for candidates based on their disability.	Occurs when candidates/applicants are called to schedule testing and/or interview.
Selection: Inform a successful candidate that the organization has policies to support people with disabilities and job accommodations.	January 1, 2016	Completed	Requirements include: During the job offer inform that candidate that the organization provides both job accommodation and policies to support employees with disabilities. Include policies/procedures in the job offer package.	Included in successful candidates job offer letter.
Retention: Educate staff on the organization's policies that support disabilities.	January 1, 2016	Completed		Ongoing information updates at general staff meetings and all staff training days.
Retention: Provide accommodation plans for employees with disabilities.	January 1, 2016	Completed	Requirements include: Develop a policy/procedure for providing document accommodation plans for employees with a disability.	
Retention: Document a return to work process for employees	January 1, 2016	Completed	Provide policy to new employees in the job offer package.	Policy provided to staff in offer package. Available in Policy, Procedure, Manual tool.
Retention: Performance management, career development and job change (including recall or redeployment) processes need to take the needs of employees with disabilities into consideration.	January 1, 2016	Completed		

TRANSPORTATION

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
Standard applies to those who provide conventional or specialized transit services such as transit buses, motor coaches, subways, etc...).	n/a	n/a		

DESIGN OF PUBLIC SPACES/BUILT ENVIRONMENT STANDARD (BES)

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
New or redeveloped public spaces will need to be made accessible.	January 1, 2017	Ongoing	Requirements apply to new construction and major changes to public spaces such as public eating areas, public playgrounds, outdoor paths, accessible parking and service-related elements like services counters.	Accessibility will be a top priority in any plans for public spaces to be redeveloped.
New or redeveloped buildings and/or spaces will need to be made accessible.	January 1, 2017	Ongoing	Requirements will be enforced by enhancements to the Ontario's Building Code.	Accessibility will be a top priority in any plans for spaces interior to the branch that are being redeveloped.