



## **Accessibility for Ontarian's Disability Act** **CMHA Niagara Policy Statement**

### **Our Policy**

CMHA Niagara shall provide accessible service that follows the principles of dignity, independence, integration and equal opportunity for all people.

### **Our Commitment**

CMHA Niagara strives to provide our services in a manner that is accessible to all persons respecting the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our services.

CMHA Niagara will establish, implement, maintain and document a multi-year accessibility plan, which outlines the agency's commitment and strategy to prevent and remove barriers and meet its requirements for accessibility under this Regulation.

### **Service Provision**

CMHA Niagara is committed to excellence in serving the community, including people with disabilities and we carry out our functions and responsibilities in the following ways:

#### ***Communication***

- We will communicate with people in ways that take into account any disability (verbally, in writing, through email, through an interpreter, using large font, speaking clearly, etc)
- We will offer to communicate with persons by email (or texting in some cases) if telephone communication is not suitable to their communication needs or is not available.

#### ***Assistive Devices***

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from accessing our facilities and services.
- In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to our services.
- CMHA Niagara is committed to making all of our facilities wheelchair accessible in the near future.

### ***Use of Service Animals***

- We are committed to welcoming persons with disabilities who are accompanied by service animals to our facilities. Certain locations may be inaccessible where others have allergic reactions to the animals. In such cases, alternate measures will be taken to ensure the person will have access to our services as well as the support they need.

### ***Use of Support Persons***

- We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter any of our facilities with his or her support person. At no time will a person with a disability be prevented from having access to his or her support person while accessing our services.

### ***Notice of Temporary Disruption***

CMHA Niagara will provide notice to those who access our services when there will be a disruption in accessible services. If the disruption is unplanned, notice will go out as soon as we become aware of the disruption.

### ***Emergency Response Information***

CMHA Niagara will provide individualized workplace emergency response information to employees who have a disability if the disability is such that individualized information is necessary and the agency is aware of the need to accommodate.

CMHA Niagara will prepare and make available emergency procedure plans or public safety information in an accessible format or with appropriate communication support as soon as possible upon request from any member of the public.

### ***Website***

CMHA Niagara will ensure that our website and web content on this site conforms with WCAG 2.0 Level A, except where meeting the requirements is not practicable.

### ***Policies***

CMHA Niagara will develop, implement and maintain policies governing how the organization will achieve accessibility through meeting its requirements under the AODA

### ***Training for Staff***

CMHA Niagara will provide training to all board members, directors, staff, volunteers and students who provide services on our behalf in the following areas:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard and the Integrated Standards.
- CMHA Niagara's policies, procedures and practices relating to the Customer Service Standards as well as the Integrated Standards
- The Ontario Human Rights Code and how it pertains to individuals with disabilities
- How to interact and communicate with people who have various types of disabilities
- How to interact with people who have disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing our facilities or services

### ***Feedback Process***

Feedback regarding the way CMHA Niagara provides its services to persons with disabilities is welcome and appreciated.

Feedback regarding the way in which CMHA Niagara provides services to persons with disabilities can be made verbally, in writing directly, by email, mail, through our client evaluation forms or through any other accessible format upon request.

Complaints will be addressed according to CMHA Niagara's complaint procedure. Pamphlets indicating these procedures are provided to all clients and are also located at central reception and client waiting areas. Pamphlet information will be made available in an accessible format upon request. All complaints will be investigated and responded to quickly and efficiently by a Program Manager. Appropriate action will be taken to rectify legitimate complaints.

***More information regarding CMHA's Policies on Accessibility is available upon request in an accessible format.***