



## **Accessibility for Ontarian's Disability Act** **CMHA Niagara Accessibility Procedures**

### **Intent**

CMHA Niagara has adopted procedures in the pursuit of providing consistently high quality customer service standards for all persons who access our services.

All customer service provided by CMHA shall follow the ideals of dignity, independence, integration and equal opportunity. We strive to meet or exceed all applicable legislation regarding the provision of customer service.

### **Procedures**

All employees, volunteers and students providing services on behalf of CMHA must follow these procedures:

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***

- Speaking clearly, slowly, and in plain language as required
- Offering respect, patience and effective listening strategies
- Communicating in writing (handwritten, typed, emailed, text messages) or communicating through an appropriate support person or interpreter when verbal communication is not appropriate
- Utilizing large print as necessary when communicating in written form

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

- Offering assistance
- Making necessary accommodations to allow and ease the use of assistive devices
- Offering appropriate alternative services to ensure the person's needs are being met when an assistive device poses a safety risk or accessibility is limited

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

- Ensuring the animal is permitted access to CMHA facilities
- Offering appropriate alternative services to ensure the person's needs are being met when a service animal poses a safety risk (i.e. allergy)
- Not distracting or disrupting any service animal by touching, petting or talking to the animal unless otherwise requested by the person responsible for the animal

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

- Ensuring the support person is permitted access to CMHA facilities
- Speaking to the person with the disability directly, while allowing the support person to provide whatever support necessary
- Asking the client's consent prior to speaking about any confidential matter or sharing any confidential information

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

- Posting signs giving notice when there will be a temporary interruption in accessible services
- Posting signs as soon as a disruption in accessible services has been discovered, for disruptions that are unplanned.

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

- Providing 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
- Making 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***

- Making our website and web content on this site conform with WCAG 2.0 Level A, except where meeting the requirements is not practicable.

### ***Policies***

- Developing, implementing and maintaining policies governing how the organization will achieve accessibility through meeting its requirements under the AODA

### ***Training***

- Participating in training which will assist all of those acting on behalf of CMHA to understand the requirements under the AODA and the Ontario Human Rights Code and to provide quality and accessible service to everyone who accesses our services

### ***Feedback Process***

- Assisting with the feedback process
- Offering many different accessible ways to give feedback
- Following up on feedback
- Forwarding all complaints to Management