



**Canadian Mental
Health Association
Hastings Prince Edward
Addictions and Mental Health Services**

MULTI YEAR ACCESSIBILITY PLAN 2023-2027

DEVELOPED IN ACCORDANCE WITH THE REQUIREMENTS AS SET OUT BY THE
PROVINCIAL MINISTRY OF SENIORS AND ACCESSIBILITY

CURRENCY DATE: JULY 2023

Intent

This 2023 to 2027 accessibility plan outlines the policies and strategies that Addiction and Mental Health Services - HPE will put in place to improve opportunities for people with disabilities in accordance with the requirements of the *Integrated Accessibility Standards Regulation*.

Statement of Commitment

Addiction and Mental Health Services - HPE believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

Section 1: Past Achievements to Remove and Prevent Barriers

AMHS-HPE strives to ensure that its services, information, communications, employment practices, and public spaces are accessible. Past steps that the agency has taken in order to meet this goal have included:

- Establishing Accessibility and Accommodation policies and procedures that comply with the applicable legislation, regulations and industry best-practices.
- Posting our commitment to Accessibility and processes for providing feedback on our website and internally
- Creating and communicating processes for requesting alternative formats for communications, free of charge, for individuals who require alternative formats as a result of their disability.
- Ensuring all employees, both current and prospective, are aware of their rights and the processes to request employment-related accommodations.
- Ensuring all staff are trained in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act* (“AODA”), the *Integrated Accessibility Standards Regulations* (“IASR”), and the *Ontario Human Rights Code* (“the Code”)

Section 2: Strategies and Actions

AMHS-HPE has identified “Access” as one of the four key pillars of its strategic direction for 2021 to 2024. Providing access to timely and high-quality supports and services is a strategic priority for the agency. As such, over the course of the next three years, AMHS-HPE will take concrete steps to continually identify and mitigate barriers to the accessibility of its services, information, communications, employment practices, and public spaces.

When it comes to providing accessible services:

1. We will continue to explore and implement new ways to provide accessible services, including in-person, over the phone, and online.

2. We will ensure that all persons with a disability who are accompanied by a support person or service animal, are permitted to enter the premises together and that persons with disabilities are not prevented from having access to their required supports.
3. We will continue to provide public notice and documentation of any temporary disruptions to services that may affect persons with disabilities.
4. We will ensure that all staff continue to be trained in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act* on accessible customer service standards.
5. We will ensure that documents or information given to persons with disabilities are offered in accessible formats or with communication support.

When it comes to providing accessible information and communications:

1. We will continue to provide information and communications in multiple formats and expeditiously provide appropriate alternative formats of information/communications when needed.
2. We will ensure that feedback process is clearly documented and available to the public, clients, or visitors and posted on AMHS-HPE's website and at all office locations.
3. We will continue to ensure that our website and web-based content is designed to meet accessibility standards.
4. We will ensure that educational and training resources or other materials are provided in multiple formats to accommodate the diverse needs of our employees, clients, visitors, and community partners.

When it comes to providing accessible employment practices:

1. We will continue to proactively inform prospective and current employees of the availability of accommodations in our employment processes.
2. We will continue to provide effective accommodations in our employment processes.
3. We will ensure that all workplace accommodations are documented in individual accommodation plans, providing workplace accommodations uniquely suited to the needs of the individual employee, including individualized workplace emergency response information.
4. We will ensure that documentation appropriate in the circumstances is collected during leaves and returns-to-work planning processes with employees who are on disability-related leaves of absence, and that any required accommodations are documented appropriately in individual accommodation plans.
5. We will ensure that all performance management processes, training, career development and advancement process, and other employment processes are designed to ensure that individuals with disabilities are accommodated appropriately.
6. We will ensure that all staff continue to be trained in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act*, the *Integrated Accessibility Standards Regulations*, and the *Ontario Human Rights Code* during the onboarding and orientation process.

When it comes to the accessible design of our public spaces:

1. We will continue to ensure that the design and enhancements made to our built environments (exterior paths of travel, off-street parking, service counters, queuing guides, waiting areas and other spaces) meet or exceed the requirements of all applicable legislation and regulations.

Review and Update

This document was created on May 31, 2021 and must be reviewed annually and updated appropriately. Compliance with the plan and information about specific projects or initiatives, in addition to the general strategies outlined above, will be documented on an annual basis.

For More Information

For more information about this accessibility plan, or to request an alternative format of this document for free, please contact:

Peter Kerr, Manager of Human Resources
613-329-2798
pkerr@cmhahpe.ca

Our accessibility plan is publicly posted at: <https://cmhahpe.ca/accessibility/>