



CHILDREN'S MENTAL HEALTH SERVICES

Accessibility Plan

The mission of Children's Mental Health Services hereafter referred to as CMHS, describes our purpose and what we hope to achieve as an organization. Children's Mental Health Services in partnership with families and communities promotes the healthy emotional well-being of children and youth through a range of services and supports.

1. Our Commitment

In fulfilling our mission CMHS strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to integrate and benefit from those same services, in the same place and in a similar way as other clients.

The Ontarians with Disabilities Act, 2001, the term "disability" states,

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, or
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

2. Providing Goods and Services to People with Disabilities

CMHS is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication

We will communicate with people with disabilities in ways that takes into account their disability. We will ensure that our website and brochures are written in plain English.

We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities through a web based tool.

2. Telephone Services

We are committed to providing full accessible telephone service to our clients.

We will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with clients by email if telephone communication is not suitable to their communication needs or is not available.

3. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods and services.

We will also ensure that staff know how to use the assistive devices available on our premises for clients. The only one currently is the wheelchair access buttons at each site.

3. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal.

We will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

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 CMHS facility with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

4. Notice of Temporary Disruption

CMHS will provide clients with notice in the event of a planned or unexpected disruption of any of its facilities or to services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be posted at all public entrances and reception areas on the premises. In addition, the telephone message at each site will indicate the temporary service disruption.

5. Training for Staff

CMHS will provide training to all employees, volunteers and any others who deal with the public or other third parties on the premises.

Individuals in the following CMHS positions will be trained:

- The Executive Director or his designate; Managers, Clinical Staff; Administrative Personnel and Volunteers. Training for new hires will be provided within 90 days of a person assuming their respective duties.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer (client) service standard
- How to interact with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person
- How to escort and transport the client and/or their personal belongings
- What to do if a person with a disability is having difficulty in accessing CMHS goods and services
- CMHS policies, practices and procedures relating to the client service standard as it pertains to people with disabilities
- Staff will be trained on an ongoing basis when changes are made to internal policies, practices and procedures that may have an impact on servicing and internet with persons with disabilities.

6. Feedback Process

The ultimate goal of CMHS is to meet and surpass client expectations while serving clients with disabilities. Comments on our services regarding how well those expectations are being met are solicited, welcomed and appreciated.

Feedback regarding the way C.M.H.S. provides goods and services to people with disabilities can be made verbally in person, or by completing the feedback form included with this document and sent by mail, facsimile or regular mail. All feedback will be directed to the Executive Director, or his designate. Clients can expect to hear back within ten business days.

Complaints will be addressed according to procedures already established in CMHS complaint management policies and procedures.

7. Modifications to This or Other Policies

We are committed to developing client service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to the policy before considering the impact on people with disabilities.

Any policy of CMHS that does not respect and promote dignity and independence of people with disabilities will be modified or removed.

8. Questions about the CMHS Accessibility Plan

The CMHS Accessibility Plan exists to achieve service excellence to clients with disabilities and complies with the Ontarians with Disabilities Act, 2001. If anyone has a question about

this Plan, or if the purpose of the Plan is not understood, an explanation should be provided by, or referred to the Executive Director, or his designate, of CMHS.

9. Review and Monitoring Process

CMHS is committed to the continued improvement of access to all CMHS locations and services for all those with disabilities; and, the provision of quality service to those with disabilities.

The Plan will be reviewed and monitored on an annual basis to identify and remove barriers identified and will reinforce CMHS commitment to remove all barriers under the Ontarians with Disabilities Act.

10. Communication about the CMHS Accessibility Plan

This Plan will be available on the CMHS website. It will be made available to all persons for review and perusal.

11. Conclusion

The Ontarians with Disabilities Act requires communities to prepare an annual Accessibility Plan. This Plan establishes a benchmark and strategy for CMHS to become a barrier free community.

MULTI-YEAR ACCESSIBILITY PLAN: 2014-2021

This 2014-21 Accessibility Plan outlines the policies and actions that **Children's Mental Health Services** will put in place to improve opportunities for people with disabilities.

Children's Mental Health Services is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Children's Mental Health Services is committed to providing their clients with publicly available emergency information in an accessible way upon request. We will also provide employees and students with disabilities with individualized emergency response information when necessary.

TRAINING

Children's Mental Health Services will provide training to employees and students on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees and students.

Children's Mental Health Services will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Determine and ensure that appropriate training on the requirements of the Integrated Accessibility Standards Requirements and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, students, third party contractors who provide services on behalf of **Children's Mental Health Services**, and persons participating in the development and approval of **Children's Mental Health Services policies**;
- Ensure that the training is provided to persons listed above as soon as practicable;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

INFORMATION AND COMMUNICATIONS

Children's Mental Health Services is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Children's Mental Health Services will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

Exempt if your website is not new nor if the organization hasn't added new content.

Children's Mental Health Services will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request and in a timely manner.

Children's Mental Health Services will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Notify the public about the availability of accessible formats and communication supports

Children's Mental Health Services will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Conduct an assessment of **Children's Mental Health Services website and test for accessibility**
- Obtain tools and resources to make website accessible
- Train the people who will use the software to make the website accessible
- Monitor website accessibility and compliance with the guidelines and the law

EMPLOYMENT

Children's Mental Health Services is committed to fair and accessible employment practices and its intent to comply with the Integrated Accessibility Standard Regulations **at January 1, 2016**.

We will take the following steps to notify the public and staff that when requested **Children's Mental Health Services** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Job applicants will be notified when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:
 - a) A review, and, as necessary, modification of existing recruitment policies, procedures, and processes;
 - b) Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
 - c) If a selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to the disability.
- When making offers of employment **Children's Mental Health Services** will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:
 - a) A review, and, as necessary, modification of existing policies, procedures and processes;
 - b) Include **Children's Mental Health Services** policy on accommodating employees with disabilities in offer of employment letters.

Children's Mental Health Services will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review and assess existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.
- Ensure that the process for the development of documented individual accommodation plans is in accordance with the provisions of the Integrated Accessibility Standards Regulations.
- Ensure that the return to work process as set out in existing policies outlines the steps that **Children's Mental Health Services** will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and accommodations plans, in the return to work process.

Children's Mental Health Services will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans:

- when using its performance management process in respect of employees with disabilities;
- when providing career development to its employees with disabilities;
- when redeploying employees with disabilities.

Children's Mental Health Services will take the following steps to prevent and remove other accessibility barriers identified:

- review and update policies and practices regularly to reflect, maintain and comply with AODA legislation.

For more Information

For more information on this Accessibility Plan, please contact Terry Swift at:

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