



Canadian Mental
Health Association
Lambton Kent

Canadian Mental Health Association, Lambton Kent Branch Multi-year Accessibility Plan 2013-2025

Updated 01/01/2022

Integrated Standard - General Requirements

Standard Requirements	Due Date	Completion Status	Requirements	Actions Completed
Create policies and procedures for each standard, including the Statement of Commitment for the IASR	Jan. 1, 2014	Completed	Requirements: Develop a Statement of Commitment and post on website Assess current policies and identify gaps related to accessibility	Statement of Commitment is completed and posted on CMHA LK's website December 2, 2013
Create Multi-Year Accessibility plans	Jan. 1, 2014	Completed		CMHA LK's multi-year accessibility plan was posted on website December 2013. Continues to be updated as requirements are completed.
Kiosks	Jan. 1, 2014	Not applicable to the organization	Requirement: Organizations will incorporate accessibility features and will have regard to accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks	CMHA LK currently does not have any kiosks on site. Should we consider using Kiosks in the future we will ensure to meet the requirements through the AODA
Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility	Jan. 1, 2015	Completed	Requirement: Organizations are required to provide training on the new standard in a variety of formats (ie self-directed learning, classroom style etc.). Training needs to be provided to all staff, volunteers and students. Training process for new employees and volunteers needs to be developed. Training needs to be appropriate to job duties and kept current. Training records should be kept.	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	Dec. 31, 2017	Complete	Details have not been released	
Update Multi-Year Accessibility Plan	Jan. 1, 2019	Ongoing	Requirement: Multi-year plan will be reviewed and updated every 5 years	CMHA reviews multi-year plan every 5 years and updates the plan as needed
Complete government accessibility report	Dec. 31, 2020	Complete	Details have not been released	

Complete government accessibility report	Dec. 31, 2023		Details have not been released	
Information & Communication Standard				
Standard Requirements	Due Date	Completion Status	Requirements	Actions Completed
Emergency and public safety information accessible to the public	Jan. 1, 2012	Completed	Requirement: Review emergency and public safety information you provide and develop a process for responding to requests and supports	Our emergency and public safety information was reviewed November 2013. Our emergency response plan is available on the website.
Make your feedback processes, like surveys or comment cards, accessible when asked	Jan. 1, 2015	Completed	Requirement: Develop a process for responding to requests for alternative formats and supports	A process has been created to respond to requests for alternative formats and supports.
Make information about your organization's goods, services and facilities accessible upon request	Jan. 1, 2016	Completed	Requirement: Develop a process for responding to requests for alternative formats and supports	A process has been created to respond to requests for alternative formats and supports.
All new internet websites and web content on those sites must conform with WCAG 2.0 level A	Jan. 1, 2014	Completed	Requirement: All new websites or intranet sites created must conform with WCAG 2.0 A	Our website is in compliance with the act.
All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	Jan. 1, 2021	Complete		Our website is in compliance with the act
Employment Standards				
Standard Requirements	Due Date	Completion Status	Requirements	Actions Completed
Provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it.	Jan. 1, 2012	Completed	Requirement: Review your emergency information for all employees. Prepare plan and provide information to these employees, in an accessible format if required.	CMHA LK has plans for all employees that have permanent or temporary disabilities on file. We continue to monitor this process and ensure we incorporate this into our recruitment and return to work process.
Recruitment process: potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities	Jan. 1, 2016	Completed	Requirement: Employer will notify all applicants about the availability of accomodation during the recruitment process	Added information to our postings to notify potential hires and public that accomodations are available.
Assessment: Employer to inform candidates for an interview that accomodation is available upon request	Jan. 1, 2016	Completed	Requirement: Applicants contacted for an interview will be informed that accomodations are available upon request (ie material, or process being used)	Updated our Recruitment and Selection policy and all candidates are informed during the initial contact to set up interview.

Retention: Notify new hires and staff of policies for accommodating employees with disabilities	Jan. 1, 2016	Completed	Requirement: Notify new and existing employees of our policies for supporting employees with disabilities, which include providing employment related accomodation	All employees are requested to read and review the AODA policies.
Retention: Have a written process to develop individual accommodation plans for employees with a disability	Jan. 1, 2016	Completed	Requirement: Develop a process and procedure for these requests	This process is completed yearly with our staff
Retention: Return to work process in place for employees who have been absent due to a disability	Jan. 1, 2016	Completed		Provide all new hires with our return to work policy during orientation.
Performance Management: Performance management, career development and redeployment processes need to take into consideration the needs of employees with disabilities	Jan. 1, 2016	Completed	Requirement: Employers are required to use systems that take into account the accessibility needs of the employee. Employers need to review the accomodation plan to determine whether it needs adjusting with regards to employee's performance on the job	This process is completed on an on-going basis between our employees and their managers.
		Designed of Public Space		
Standard Requirements	Due Date	Completion Status	Requirements	Actions Completed
New or redeveloped spaces need to be accessible	Jan. 1, 2017	completed	Requirement applies to new construction and/ or major changes to existing public spaces	As CMHA renovates and updates our space AODA compliance is achieved with all of our contractors
Preventative and Emergency Maintenance to assessible elements	Jan. 1, 2017		Advising about disruptions to accessibility as quickly and efficiently as possible. Advising cleitns about expected dates of when the disruption will end and accessible alternatives.	Preventative maintenance is completed on all of our accessible doors and washrooms through our Workplace inspsections with our JH&SC.
Notice of Disruptions in Service Procedures	Jan. 1, 2017		in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 165/16, s. 16.	Policy created and staff will inform clients if there is a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, how long it may last, and what other facilities or services are available.

Maintain accessible elements of public spaces	Jan. 1, 2017	completed	Requirement will be a part of the the Building Code	
		Transportation Standard		
Standard Requirements	Due Date	Completion Status	Requirements	Actions Completed
Transportation standand does not apply to CMHA LK	N/A	N/A	N/A	