

Pathstone Mental Health Multi-Year Accessibility Plan

Multi-Year Accessibility Plan Objectives

This Multi-Year Accessibility Plan outlines Pathstone Mental Health's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005. Integrated Accessibility Standards (Ontario Regulation 191/11). The plan includes actions that will be put in place to improve opportunities for people with disabilities from 2014-2021.

Statement of Commitment

Pathstone Mental Health is committed to treating all persons with respect and in a way that allows them to maintain their dignity and independence. Pathstone believes in inclusion, 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 (AODA).

Obligations

The Multi-Year Accessibility Plan is based upon the requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The goal of the AODA is to have a fully accessible Ontario by 2025. The AODA contains accessibility standards in the following areas:

- Customer Service
- Information and Communication
- Employment
- Transportation- Not applicable to our Agency
- Built Environment

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) became law on January 1, 2008. Pathstone Mental Health has been required to comply with this standard since January 1, 2012. Customer Service Training is provided to all staff and volunteers to ensure our Agency provides accessible customer service.

The other two standards Information and Communication and employment apply to our Agency and are part of the Integrated Accessibility Standards (Ontario Regulation 191/11). The Integrated Accessibility Standard is now law and the requirements will be phased over time to 2021.

The standard for the Built Environment only applies to new construction and major changes to existing features. Further information regarding this standard will be explored on the impact to our Agency.

Part 1 – GENERAL REQUIREMENTS

Compliance Date	Initiative	Status	Completed
January 1, 2014	Establishment of Accessibility Policies	The Agency has created an Integrated Accessibility Standards policy to meet the requirements of the Integrated Accessibility Standards Regulation	Completed
January 1, 2014	Development of a Multi-Year Accessibility Plan	The Agency has created a Multi-Year Accessibility Plan which will be reviewed and updated every five years. Next review is scheduled for January 1, 2019 Our Accessibility Plan can be provided in an accessible format upon request.	Completed Completed
January 1, 2015	Training	The Agency will provide training to employees, volunteers and Board Members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. The Agency will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessibility laws by: <ul style="list-style-type: none"> • Provide on-line training for staff and management and request that they review and sign off on the Integrated Accessibility Standards policy. • Request Volunteers and Board members complete training and review and sign off on the Integrated Accessibility Standards policy. • Record completion of training to ensure Agency wide compliance. 	In Progress

Part 2 – INFORMATION AND COMMUNICATIONS STANDARDS

Compliance Date	Initiative	Status	Completed
January 1, 2012	Emergency Procedures, Plans or Public Safety Info	<p>The Agency has exit signs that have been identified throughout the building as per the building code.</p> <p>Information can be provided in an accessible format or with appropriate communication supports upon request.</p>	Completed
January 1, 2015	Feedback – Process for receiving and responding to feedback to ensure all processes are accessible to persons with disabilities by providing or arranging accessible formats upon request	<p>The Agency has taken the following steps to ensure feedback processes are accessible to people with disabilities upon request.</p> <ul style="list-style-type: none"> • Have Customer Service Policy posted on website containing contact information for submitting and receiving feedback 	Completed
January 1, 2016	Accessible Formats and Communication Supports	<p>The Agency will determine what accessible formats and communication supports it will provide to persons with disabilities upon request. The Agency will consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	In Progress
January 1, 2016	Notify the public about the availability of accessible formats and communication supports.	<p>The Agency will take the following steps to ensure all publicly available information is made accessible upon request:</p> <ul style="list-style-type: none"> • Sign will be posted in the reception areas which indicate publicly available information is made accessible upon request. • Message/logo will be posted on the Agency’s external website and on all print materials that accessibility formats are available upon request. 	In Progress

January 1, 2021	Accessible Websites and Web Content All internet websites and web content must conform with all applicable WCAG 2.0 Level AA requirements	The following steps will be taken to ensure the Agency's external website conforms with: WCAG 2.0 Level AA	To be researched
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PART 3 – EMPLOYMENT STANDARD

Compliance Date	Initiative	Action	Completed
January 1, 2016	Recruitment – General	Effective January 1, 2015 on all job postings, the Agency will have a disclaimer at the bottom indicating “We are committed to providing accommodations for persons with disabilities. If you require an accommodation, we will work with you to meet your needs.”	In Progress
January 1, 2016	Recruitment, Assessment or Selection Process	The Agency will take the following steps to notify the public and staff that, when requested, the Agency will accommodate people with disabilities during the recruitment and interview processes also upon hire. The Agency will revise its current Hiring Policy to reflect a barrier free recruitment process and when requested, will accommodate people with disabilities during the recruitment, selection and hiring processes.	In Progress
January 1, 2016	Notice to Successful Applicants	Effective January 1, 2015 Offer of Employment templates will ensure accessibility is included.	In Progress
January 1, 2016	Accessible Formats and Communication Supports for Employees	The Agency will encourage its managers to consult with their employees who have a disability and provide them with the accessible formats / support they require to do their jobs effectively.	In Progress

Already in Existence	Documented Individual Accommodation Plans	The Agency has an Accommodation Policy and conducts individual Accommodation Plans (this is outlined in the Human Resources Policy and Procedure Manual and the Collective Agreement)	Completed
January 1, 2016	Return to Work Process	<p>The Agency has taken the following steps to develop and establish a process for developing a return to work program for employees that have been absent due to a disability:</p> <ul style="list-style-type: none"> • Partnered with a qualified disability management provider (this is outlined in the Collective Agreement) • Return to work processes are being researched to bring forward to management for review and discussion • A Functional Abilities Form has been developed. 	<p>Completed</p> <p>In Progress</p> <p>Completed</p>
January 1, 2016	Performance Management	The Agency will review its existing performance management processes and revise if required to include AODA requirements	In Progress

This document will be available in an alternate format if requested.