



CMHA Niagara's Multi Year Accessibility Plan

Year	Action	Responsibility	Status
2012	Customer Service <ul style="list-style-type: none">- Training of staff, students and volunteers- Policies developed to address training, assistive devices, service animals, support persons, communication, service disruptions and feedback- Accessibility report filed	Management	Completed
	Information & Communications <ul style="list-style-type: none">- Emergency & Public Safety Information available to the in accessible formats	Administration	Ongoing upon request



	Employment <ul style="list-style-type: none">- Workplace emergency plan available to employees with disabilities in accessible formats	Joint Health & Safety Committee	Ongoing upon request
2014	Integrated Standards <ul style="list-style-type: none">- Training on standards and the Ontario Human Rights Code- Policies developed to address training, emergency response information, statement of commitment, information sharing in accessible formats, multi-year plan and new websites	Management	Completed



	<ul style="list-style-type: none">- Multi year plan developed & posted- Accessibility Report filed <p>Information & Communications</p> <ul style="list-style-type: none">- All new website and web content on this site conforms with WCAG 2.0 level A	Administration	Completed
2016	<p>Employment</p> <ul style="list-style-type: none">- Review and update existing policies on recruitment- Inform applicants of availability of accommodation re: interview, during selection process, at the time of job offer and after employment begins	Human Resources	In Progress



	<ul style="list-style-type: none">- Inform employees of policies supporting employees with disabilities- Keep employees informed of changes to policies related to accommodation- Provide suitable accessible formats and communication supports to employees with disabilities upon request- Provide accommodation and return to work plans for employees with disabilities		
--	---	--	--



	<ul style="list-style-type: none">- Create a written process for the documentation of individualized accommodation plans- Taking the needs of employees with disabilities into account when assessing performance and providing advancement opportunities and redeployment		
2017	<p>Design of Public Places</p> <ul style="list-style-type: none">- Ensure exterior paths of travel are accessible- Ensure off street parking lots are accessible	Administration	In Progress



**Canadian Mental
Health Association**
Niagara

	<ul style="list-style-type: none">- Ensure service counters and waiting areas with fixed seating are accessible- Accessibility report filed		
--	--	--	--