



Title: 200.11 Integrated Accessibility

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1.0 Policy: CMHA Niagara shall ensure that all information and communication will meet the needs of people with disabilities by providing, upon request, information and communication materials in accessible formats or with communication supports as part of our overall multi-year accessibility plan that follows the principles of dignity, independence, integration and equal opportunity for all people.

2.0 Purpose: In response to the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005, CMHA Niagara Branch has initiated this policy on Integrated Accessibility. CMHA Niagara strongly believes in the principles of dignity, independence, integration and equal opportunity for all people. These principles are ingrained in the values of our organization.

3.0 Scope: This policy applies to all services that CMHA Niagara offers to the community. This policy applies to all CMHA staff, students, volunteers and contractors.

4.0 Definitions:

Accessible Formats – include reading and written information to a person directly, large print, text transcripts of audio or visual information, handwritten notes instead of spoken work, information written in plain language, and electronic document formatted to be accessible for use with a screen reader.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code refers to:

- 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 coordination, blindness or visual impediment, deafness or hearing impediment, muteness of speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device.
- A condition or mental impairment or a developmental disability
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Board, 1997

WCAG – World Wide Web Consortium Web Content Accessibility Guidelines



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Practicable – In determining if changes to the website are practicable, organizations may consider, among other things, (a) the availability of commercial software and/or tools; and (b) whether the requirement would have a significant impact on the implementation of a project that was planned or initiated prior to Jan. 1st, 2012.

5.0 Procedure:

5.1 CMHA Niagara will provide training to all board members, directors, staff, volunteers and students on the requirements set out in the Integrated Standards and on the Ontario Human Rights Code as it pertains to persons with disabilities.

5.2 CMHA Niagara will provide individualized workplace emergency response information to employees who have a disability if the disability is such that individualized information is necessary and the agency is aware of the need to accommodate. CMHA will also prepare and make available emergency procedure plans or public safety information in an accessible format or with appropriate communication support as soon as possible upon request from any member of the public.

5.3 CMHA will develop, implement and maintain policies governing how the organization will achieve accessibility through meeting its requirements under the Integrated Standards.

Policies will:

- Make a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner

CMHA Niagara will:

- Provide one or more written documents describing the policies
- Make the written documents publically available in an accessible format upon request

5.4 CMHA Niagara will establish, implement, maintain and document a multi-year accessibility plan, which outlines the agency's strategy to prevent and remove barriers and meet its requirements for accessibility under this Regulation.

This plan will:

- Be posted on the CMHA Niagara Website and will be provided in an accessible format upon request
- Be reviewed and updated at least once every 5 years

5.5 CMHA Niagara will ensure that our website and web content on this site conforms to WCAG 2.0 Level A, except where meeting the requirements is not practicable.



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5.6 CMHA Niagara shall have processes for receiving and responding to feedback that are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

6.0 Related Documents:

[Information & Resources\A Guide to the Integrated Accessibility Standards Regulation.pdf](#)

[Information & Resources\Training Booklet for Small Private and Not For Profit Organizations.pdf](#)

[Integrated Standards Training Video and Quizzes\Working Together The Code and the AODA Ontario Human Rights Commission.htm](#)

7.0 References:

Ministry of Community and Social Services,

Accessibility Directorate of Ontario

ServiceOntario AODA Contact Centre:

Toll-free: 1-866-515-2025

TTY: 416-325-3408 / Toll-free: 1-800-268-7095

Fax: 416-325-3407

E-mail: accessibility@css.gov.on.ca

Web Site: ontario.ca/AccessON

ontario.ca/AccessON

Legislation:

Accessibility for Ontarians with Disabilities Act, 2005, http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Quality Records

Title	Location Kept	Duration Kept	Disposal Method