



**Canadian Mental
Health Association
Toronto**

ACCESSIBILITY TO SERVICES FOR PEOPLE WITH DISABILITIES

A. Policy Objectives

This policy describes the procedures at CMHA Toronto that ensure all reasonable measures are taken to provide accessible services to people with disabilities.

As a key part of our mission and values, CMHA Toronto is committed to providing equitable access to our services for people with disabilities in accordance with the [Ontario Human Rights Code](#) and the [Accessibility for Ontarians with Disabilities Act, 2005](#) (“AODA”). This policy describes the procedures at CMHA Toronto that ensure all reasonable measures are taken to provide accessible services to people with disabilities. It establishes accessibility standards for Customer Service at CMHA Toronto in accordance with the Code and the AODA. As such, CMHA Toronto Accessibility Policies will be built on the principles of dignity, independence, integration and equality of opportunity.

This Policy applies to all activities at the workplace, as well as other work related activities that take place at physical locations other than the workplace.

B. Definitions

Barrier – “anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice”

Disability – The Code and the AODA define disability as:

“(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 wheelchair or other remedial appliance or device,

(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;”

Personal Assistive Devices – devices used to assist people with disabilities in carrying out daily activities and are usually devices that individuals bring with them, such as a walker or a personal oxygen tank.

Service – work provided for the benefit of the client by CMHA Toronto including provision of advice and information, as well as programming, consultation and treatment

Service Animal – an animal is a service animal for a person with a disability,
(a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
(b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – any person used by a person with a disability to accompany him or her in order to help with communication, mobility, personal care, medical needs or with access to goods or services

C. Procedures

1. CMHA Toronto will provide services in a manner that respects the dignity and independence of persons with disabilities, in an integrated manner unless otherwise necessary. CMHA Toronto's policies, practices and procedures will be designed to be accessible to everyone, including people with disabilities.
2. This policy and related documents will be provided to clients or any persons who make a request. It will also be available on our website.
3. CMHA will communicate with people with disabilities in a manner that takes into account their disability.
4. Service animals will be permitted anywhere that people normally have access, unless the animal is excluded by law. For example, certain municipal by-laws restrict certain breeds of animals in the municipality. As well service animals are not permitted in areas where food is being prepared, although they are permitted in eating areas. In the event another person has an allergy to the service animal, CMHA Toronto will consider all relevant factors and options in trying to find a solution that meets the needs of both individuals. Where an animal is excluded by law from CMHA Toronto premises, CMHA Toronto will take steps to make sure that the person with the disability is able to access our services.
5. People with a disability are entitled to be accompanied by their support person while in those areas of the premises that are open to the public or other third parties.
6. People with a disability will be permitted to enter areas where people normally have access and to use personal assistive devices, such as wheelchairs, oxygen tanks, etc. Potential barriers to the use of personal assistive devices will be removed wherever possible.
7. CMHA Toronto will provide notice to the public in the event of a planned or unplanned temporary disruption in the services or facilities usually used by people with disabilities.
 - i. The notice will be posted in different ways to ensure that as many people as possible are aware of any disruptions (e.g., on our website, at reception).
 - ii. The notice will include information about the reason for the disruption, how long the service or facility will be unavailable, and how to access any alternative services or facilities that are available.
8. CMHA Toronto will provide training on the AODA and the requirements of the customer service standards to staff, students, volunteers, those who take part in developing these policies and procedures, and anyone who deals with the public or other third parties on

behalf of CMHA Toronto. Training will be provided as soon as possible for each new person requiring training, at orientation, and when changes are made to policies and procedures and practices regarding providing services to people with disabilities.

9. Training will include:
 - i. How to communicate and interact with persons with various types of disabilities
 - ii. How to interact with people with disabilities who use assistive devices, service animals, and/or support persons
 - iii. How to use equipment or devices provided by CMHA Toronto to help with providing service to people with disabilities
 - iv. What to do if a person with a particular type of disability is having difficulty accessing CMHA Toronto services
 - v. A review of the purposes of the *AODA* and requirements of the customer service standard
10. Documentation of the training will be kept by Human Resources and include a summary of the contents of the training, the names of the attendees, the dates of training and number of people who received training.
11. CMHA Toronto will provide a process for people to provide feedback on our services, including services and goods available to people with disabilities. This process is described on our website and other publicly available material. People may provide this feedback in a variety of ways, including telephone, in writing, by email or other ways that take into account people's disability related needs. CMHA Toronto will acknowledge receiving feedback and will review on a periodic basis.
12. CMHA Toronto has developed a policy and procedures for people to make a service complaint, including complaints related to services provided to people with disabilities. The Service Complaint Process is set out in [Policy 2.7](#). CMHA will communicate the decision made and the actions taken with the complainant in a manner that takes into account their disability. Methods of communicating the decision may include oral, written or use of a third party to translate (e.g. sign language) the decision.

D. References

Accessibility for Ontarians with Disabilities Act, S.O. 2005, c. 11.

Accessibility Standards for Customer Service: Toolkit and Resource Manual for the Mental Health and Addictions Sector. Toronto, ON: Author: Ontario Human Rights Commission. (2000, revised 2009).

Policy and Guidelines on Disability and the Duty to Accommodate. Ontario Human Rights Commission. (2009, January 15, revised).