

CMHA Ottawa Plan to Provide Services to People with Disabilities in Accordance with the Accessibility Standard for Customer Service

The Canadian Mental Health Association, Ottawa Branch is committed to providing accessible services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005, respecting its principles of Independence, Dignity, Integration and Equal Opportunity.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities we will notify them promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for staff

CMHA Ottawa will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Branch's plan to provide accessible service
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing the Branch's services

Feedback process

Clients have the right to speak and to be heard; their opinions are valued. In that regard, the Branch encourages clients to provide feedback on the services they receive.

Feedback can be sent by e-mail to aodafeedback@cmhaottawa.ca, by regular mail addressed to

AODA Feedback

CMHA Ottawa

1355 Bank Street, Suite 301

Ottawa, ON K1H 8K7,

or by phone at (613) 737-7791. Individuals can expect to hear back within 10 days.

Complaints can be made and will be addressed according to the Branch's "Complaint process for Clients". Copies of this policy are available on the Branch's web-site, at the office's reception area, and from a person's worker.