

What You Need to Know

[Ontario Regulation \(O. Reg.\) 191/11 – Integrated Accessibility Standards](#) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires designated public sector organizations to have a multi-year accessibility plan in place which documents the organization’s strategy to prevent and remove accessibility barriers.

Organizations must establish, review and update these plans in consultation with persons with disabilities and when applicable, with a municipal accessibility advisory committee.

Plans must be updated at least once every five years and a status report must be completed on an annual basis. The plan and status report must be posted on the organization’s website and be available in an accessible format upon request.

This form includes information to help designated public sector organizations comply with [section 4 of the Regulation](#).

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

What should you do once you have developed your multi-year accessibility plan?

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (1)	Post plan on website and make it available in an accessible format upon request.	<input type="checkbox"/> Ensure your organization's plan is posted online Website Link camh.ca	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Communicate that your plan is available in alternate formats upon request Sample To request an alternate format of this plan, please contact [person/email/phone number]	
Section 4 (1)	Review and update the plan at least once every five years.	<input type="checkbox"/> Determine when your plan was created and/or when was the last time it was updated Date of Plan Creation (yyyy/mm/dd) 2019/12/20	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Date of Last Review/Update (yyyy/mm/dd) 2021/12/20	
		Date of Next Review/Update (yyyy/mm/dd) 2022/12/01	

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (2)	Review and update the accessibility plan in consultation with persons with disabilities and an accessibility advisory committee (if one has been established).	<p>Determine if you need to establish an accessibility advisory committee. Is your organization a municipality with 10,000 residents or more?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If no,</p> <p>Your organization is not required to establish an accessibility advisory committee. However, if you are a municipality, you may choose to have one in place anyway and consult its members during your planning process.</p> <p><input type="checkbox"/> Consult with persons with disabilities and an accessibility advisory committee (if applicable) when reviewing and updating your accessibility plan. Consider documenting how you complete your consultations in your accessibility policies or in the annual status report for your multi-year accessibility plan.</p> <p>Learn more about how municipalities must work with accessibility advisory committees to identify and break down barriers for people with disabilities in their communities.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Section 4 (3)	Prepare and post an annual status report on measures taken to implement the plan. Make the annual status report available in an accessible format upon request.	<p><input checked="" type="checkbox"/> Track the organization's progress in implementing the plan annually Last Annual Status Report 2021/12/23</p> <hr/> <p>See Annual Status Report template</p> <p><input checked="" type="checkbox"/> Ensure your organization's annual status report is posted online Website Link camh.ca</p> <hr/> <p><input checked="" type="checkbox"/> Communicate that the annual status report is available in alternate formats upon request</p> <p>Sample</p> <p>To request an alternate format of this annual status report, please contact [person/email/phone number].</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Designated Public Sector Annual Status Report Template

Centre for Addiction and Mental Health

Annual Status Report

Name of Organization

Centre for Addiction and Mental Health

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2021 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at camh.ca

To request an alternate format of this annual status report, please contact:

Name (last name, first name) Public Affairs

Email public.affairs@camh.ca

Telephone number 416-535-8501 ext. _____

Accessibility Accomplishments in (year) 2021

General Accomplishments Applicable Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

The AODA policy was updated with input from various stakeholders. CAMH is in planning stages for buildings that will be built in the coming years and accessibility requirements and needs are core to the design planning. CAMH has a vaccine clinic that provides services to patients and the public for COVID-19 vaccination, and is laid out to ensure accessibility standards are met.

Customer Service Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

CAMH's virtual care has increased over 2020 and 2021, making health care more accessibility to Ontarians without the necessity of traveling to our site (virtual care is both by way of video and audio), which is provides more accessibility for Ontarians with disabilities. We have culture interpretation services available for patients. Our website has Browseloud software removing barriers and improving inclusivity.

Information and Communications Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

Engagement with patients, families, community around design for new buildings. Creation and offering of further tools and resources to support people during wave 3 of pandemic. Increased spread and scale of video and telephone audio only appointments throughout 2021. Provide regular communication on accessible pathways due to construction both onsite and around the CAMH campus, which has had construction ongoing throughout 2021.

Employment Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

Revised recruitment processes to ensure that applicants are aware that accommodations are available during the recruitment process. Employment Works! program continues to provide support and assistance to people with disabilities seeking employment.

Transportation Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle's accessibility features.

Design of Public Spaces Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility. [Public spaces designed to meet accessibility standards are being incorporated into the plan de sign of the new phase of our redevelopment which began in 2021 and is ongoing.](#)

Summary of Consultations Applicable Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

[We had consultation with patients \(people with disabilities\) and families throughout 2021 in different forums.](#)

Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.

[We will be reviewing our multi year plan, which was created prior to the pandemic, in 2022 to ensure it captures the new landscape that we are in.](#)

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