



## AODA Accessibility Plan

Developed: August 2021  
Last Revised: November 2024

The Canadian Mental Health Association – Sudbury/Manitoulin (CMHA-S/M) is committed to being responsive to the needs of all individuals. We strive to provide quality goods and services that are accessible to all and that are in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and in keeping with Ontario Regulation 429/07 – Accessibility Standards for Customer Service.

CMHA-S/M is committed to making reasonable efforts to ensure policies, practices and procedures and the delivery of goods and services provided to persons with disabilities are in keeping with the principles of dignity, equity/equality of outcome, independence and integration and will communicate with people with disabilities in ways that take into account their disability and communication needs.

An AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that CMHA-S/M has taken to improve opportunities for people with disabilities. This plan is a living document that will be updated as needed based on changes in service delivery, infrastructure or requirements under the AODA. At a minimum, the plan will be reviewed in its entirety every five years. The status of CMHA-S/M's accessibility workplan as of August 2021 is outlined in the following table.

	<b>Focus Area</b>	<b>Status</b>
1	Customer Service	In Compliance- all requirements met
2	Information and Communications	In Compliance- all requirements met
3	Employment	In Compliance- all requirements met
4	Procurement	In Compliance- all requirements met
5	Training	In Compliance- all requirements met
6	Design of Public Spaces	In Compliance- all requirements met

Details regarding the requirements of each of these areas of compliance can be found at:  
<https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits>

For more information on this accessibility plan, please contact:

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To review our AODA policies and procedures or to provide feedback, please visit our website at  
<https://sm.cmha.ca/feedback-2/>