



Multi Year Accessibility Plan

Statement of Commitment

Addiction and Mental Health Services – Kingston, Frontenac, Lennox and Addington (AMHS-KFLA) welcomes and values the contribution of persons with disabilities by providing equitable access to all services, programs, and opportunities. We are committed to promoting, providing, and maintaining an environment where respect, independence, and dignity are demonstrated at all times to all clients, staff and volunteers equally. When clients with disabilities face barriers to their treatment or service access, or when employees with disabilities face barriers to their career advancement, the organization will take every effort through specific action to remove or mitigate these barriers.

Introduction

This multiyear accessibility plan is reviewed and updated at least once every 5 years, and it will:

- Review the progress that AMHS-KFLA has made in planning, adapting, and removing barriers with respect to its facilities, policies, programs, practices and services.
- Describe the strategies and actions that AMHS-KFLA will take in the coming years to continue to identify, remove and prevent barriers to service.

The Agency is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR). Below is a summary of initiatives:

Customer Service

Progress to date:

All employees and students of the Agency receive training and refreshers with respect to offering accessible customer service and understanding Human Rights. In addition to this training the Agency offers opportunities for feedback from clients, employees, and members of the public in multiple formats. When the Agency receives such feedback, it acts on the feedback immediately, following up with the individual who gave the feedback if they have provided their information.

Actions planned:

- Continue to review the Agency's Accessibility policies and commitments as needed but at least every three years.
- Continue to offer new and refresher training to all employees.
- In 2023 the Agency started an Equity Diversity and Inclusion initiative with employee training and a committee that has a sole focus on raising awareness around equity initiatives and improving inclusion within the organization.

Information and Communication

Progress to date:

The Agency ensures the accessibility policies, communication, options for feedback and the multi year plan are posted on the website and available in multiple formats upon request. The Agency also ensures that if there is a service disruption, that is communicated to all individuals who are affected, including communicating directly to clients who may have appointments.

Actions planned:

- Ongoing review of feedback regarding accessibility within the Agency (for clients, employees, and visitors), identify themes and strategies to address any challenges or concerns.
- Continually learn of new technologies and approaches to share information in accessible formats.

Employment

Progress to date:

The Agency has multiple policies relating to accessibility, accommodation and animals in the workplace that is available to employees. If an employee requires an accommodation or an individualized workplace emergency response plan, the Agency works closely with that individual to support their needs. This information is communicated to employees at the onset of employment with the Agency.

Actions planned:

- Review accessibility policies on an ongoing basis, and at a minimum every three years.
- Continue to review and address barriers to recruitment.
- Continue to offer to accommodate candidates during the recruitment process.

Design of Public Spaces

Progress to date:

The Agency has ongoing initiatives to ensure that when new developments or renovations occur, all new builds include a thorough review of ensuring the new structures and public spaces are barrier free and accessible for all individuals. This includes access to buildings, elevators where necessary, waiting areas and meeting rooms.

Actions planned:

- Continuously review and improve the physical accessibility in the Agency buildings and facilities.
- Ensure ongoing preventative maintenance programs include a review of the accessibility elements in public spaces including ensuing temporary disruptions are communicated proactively when accessibility elements are not in working order.