



Multi-Year Accessibility Plan 2017-21

Toronto North Support Services is committed to making its services accessible to a broad range of individuals who may require such services. Further, as the operations lead for The Access Point, the agency has a responsibility to promote equitable and transparent access to community mental health services in Toronto.

The organization has a number of policies and procedures in place that speak to this goal, but recognizes that training is a key component and that improvement is always necessary. To that end, a yearly Accessibility Plan is developed by the management team, with input from stakeholders. *The multi-year accessibility plan will be reviewed and updated in 2020.* The plan will be updated every 5 years.

Objective	Actions	Outcomes	Timeframe
1. Services will be provided at no cost to clients	<ul style="list-style-type: none"> Ensure that information about cost is provided to clients 	Client welcome packages include statement that there are no fees for services	Completed 2017
		Special events are subsidized	Annually
2. Access to services will be increased by supporting client attendance and reducing financial barriers, where feasible and reasonable	<ul style="list-style-type: none"> Attendance is supported and/or transportation/ tokens provided to group programs and/or important meetings Program procedures include statements that clients are accompanied, where feasible and when consistent with recovery goals, to critical meetings such as medical and legal appointments 	700 group attendances/year \$56,700 budgeted for client travel	Yearly
		Program procedures include expectations that staff support and accompany clients where this supports their recovery	Completed 2018

3. All staff / students / volunteers will be familiar with policies and protocols related to accessibility	<ul style="list-style-type: none"> • Orientation for all new personnel by ED; managers orient to agency philosophy • Policies reviewed every 2-3 years at management level • Staff/students/ volunteers trained on changes/ new policies 	New staff sign off on policy training Minutes of management meetings reflect review	Ongoing 2017/2019 Ongoing
4. Inclusion and accessibility will be demonstrated through visual messaging	<ul style="list-style-type: none"> • Messages, posters, art are displayed in offices that are reflective of diversity and inclusivity 	All three offices have visual messaging that demonstrates accessibility	Completed 2018
5. Access to services will be increased for French speaking individuals	<p>Fulfill obligations as Identified FLS provider Work toward Designated status by:</p> <ul style="list-style-type: none"> • Developing FLS policy and FLS HR policy • Completing FLS signage • Translating Client Welcome Package • Recruiting French speaking board member 	FLS services and HR policies written and approved by board Signage translated Welcome package translated One board member in place	March 31, 2020
6. Access to CBT for agency clients will be facilitated through a partnership with Ontario Shores	<ul style="list-style-type: none"> • Negotiate partnership • Sign MOU • Train staff in referral process • Support the partnership 	CBT therapist hosted at Railside office Referrals submitted and CBT provided	MOU 2018
7. All programs and offices will be physically accessible to those with mobility needs	<ul style="list-style-type: none"> • Provide ramps for Railside and Yonge • Ensure accessible entrance is well marked • Train staff in appropriate response to those with mobility needs 	Ramps provided Signage in place at Railside Training provided	Completed Completed 2018 March 2020
8. The Access Point will strive to provide fair and equitable access, based on need and complexity, to a	<p>Provide oversight to The Access Point in its ongoing quality improvement processes, which currently include:</p> <ul style="list-style-type: none"> • Contact applicants within 3 days of referral 		09/19

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Revised: September 2019
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<p>range of community mental health services across Toronto</p>	<ul style="list-style-type: none"> • Implement consistent prioritization process, including the use of standardized tools • Maintain and refine push model for ICM in order to prioritize those who score 4 or 5 into service • Provide access data to each OHT proposal group so that they better understand local access needs • Develop local access hubs in conjunction with OHTs 	<p>The Access Point has initiated contact with 90% of clients within 3 working days of referral</p> <p>Data packages developed</p> <p>NYCentral Local Access Hub planned and ready to go</p>	<p>12/19</p> <p>03/20</p>
<p>9. The agency will be in compliance with AODA legislation</p>	<ul style="list-style-type: none"> • AODA on-line training for new staff • Policies updated to reflect next stage of legislation • Training provided to all staff and board • Individual Employee Safety Plan Memo to all staff and new hires going forward • Job postings include statement about accommodation for interviews and employment • Offer of accommodation to new staff • AODA Customer Service Policy • Client Complaint process to include accommodation for bringing a support person 	<p>Implemented</p> <p>Training completed</p> <p>Employee Safety plan process in place</p> <p>Offers of accommodation in all employment letters</p> <p>Customer Service policy</p> <ul style="list-style-type: none"> • on website • included in New Client Welcome Package <p>Provision included 2017 Training 2017/2018/2019</p>	<p>2015</p> <p>2016</p> <p>2016</p> <p>2016</p> <p>2017</p>

	<ul style="list-style-type: none"> • Employee Payroll Self-Service 	Internet accessible in multiple languages with adaptable large text	2018
	<ul style="list-style-type: none"> • E-Learning Module(s) developed for orientation 	Applied Accessibility standards	2019
	<ul style="list-style-type: none"> • New WCAG 2.1 level AA website to be developed 	Website development in 2020	2020