



2025-2030 Accessibility Plan

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Executive Summary

CAMH is committed to providing comprehensive, well-coordinated, accessible care for people who have problems with mental illness or addiction. Connected CAMH, our 2025-2030 Strategic Plan, serves as our roadmap by prioritizing innovation, collaboration, and inclusivity. It reflects our commitment to creating a future where mental health and well-being are not only protected but celebrated.

Our vision of Health Redefined will be brought to life in three strategic directions as we Advance Care, Get Upstream and Lift Societal Health. These directions respond to the resounding expectations for seamlessly connected, high-quality specialist care, for discovery that drives innovation within the health care system, and for a commitment to equity and advocacy to support a healthier society that addresses the disparities that people with mental illness experience.

CAMH's Accessibility Plan is about increasing access to services and minimizing obstacles to participation for people with disabilities. This goal of health equity and inclusion is underpinned by two key pieces of legislation, the Ontarians with Disabilities Act (ODA) and the Accessibility for Ontarians with Disabilities Act (AODA). These two Acts establish principles of inclusion and the minimum standards organizations must comply with. They are intended to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to accessibility.

CAMH's Accessibility Plan outlines steps taken over the past five years, together with ongoing efforts that will continue through 2030. It identifies ways in which we remove and prevent impediments for individuals with visible and invisible disabilities. This includes clients, patients, staff, visitors, and people within the CAMH community. Our work is supported by our Accessibility Committee, consultations with those with disabilities, and other stakeholders across CAMH.

Our Accessibility Plan is designed to ensure we meet legal requirements and promote inclusive and equitable treatment of people with disabilities. It is reviewed and updated every five years. Our plan is based on several factors: compliance with legislative standards; universal design principles; barrier identification and removal and stakeholder engagement; information and technology; training and awareness; policy development and resource allocation; communication; and monitoring and reporting.

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A General Description of CAMH

The [Centre for Addiction and Mental Health \(CAMH\)](#) is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centers in the area of addiction and mental health. CAMH combines clinical care, research, education, policy development and health promotion to help transform the lives of people affected by mental health and addiction issues. CAMH has over 4000 employees, physicians, volunteers, and learners, as well as approximately 40,000 clients/patients in Ontario.

The Objectives of CAMH Accessibility Plan

The Plan:

- Describes the process by which CAMH identifies, removes, and prevents barriers to people with disabilities, including input from people with disabilities;
- Reviews the progress the CAMH has made in removing and preventing barriers that were identified in the past planning cycle in its facilities, policies, programs, practices, and services;
- Describes the measures CAMH will take in the coming years to identify, remove, and prevent barriers to people with disabilities; and
- Describes the ways that CAMH will make this accessibility plan available to the public.

Accessibility Committee at CAMH

Accessibility at CAMH is overseen by the Accessibility Committee, which is chaired by the Vice President, People and Experience, as well as a Sr. Diversity & Equity Consultant, who monitors organization-wide accessibility duties and responsibilities to ensure that CAMH meets required legislative standards and works to enhance accessibility, equity, and integration for persons with disabilities across CAMH. In doing so, the Committee informs priorities and initiatives that need to be undertaken to ensure compliance. Committee membership is comprised of representatives from departments at CAMH that have specific compliance obligations related to accessibility legislation and also includes members with lived experience.

Methods Used to Identify Barriers

1. Feedback

Feedback from the public, clients, patients, families, and staff is provided through our website as well as other sources, such as the Client Relations Office (CRO). The CRO addresses concerns and feedback from patients and the public and follows up with appropriate stakeholders to have issues addressed.

2. Facilities and Redevelopment Departments

The Facilities and Redevelopment Departments review feedback about the accessibility of CAMH’s physical buildings, which informs strategies and actions to remove or reduce barriers to accessibility.

Redevelopment also seeks input from internal stakeholders and external experts on potential accessibility barriers in the design of our redevelopment work. Specific examples include the development of our Crisis and Critical Care and McCain Complex Care and Recovery buildings, which were completed in November 2020, as well as our Temerty Discovery Centre and Waverley House Secure Care & Recovery Building buildings expected to be completed in 2027 and 2029, respectively.

3. Health Equity and Experience and Inclusion Departments

These departments work to identify barriers that hinder or limit participation in the use of CAMH services and/or facilities. The departments examine all aspects of service delivery for clients, patients, and their families, as well as identifying and responding to barriers for staff and volunteers.

Compliance with Integrated Accessibility Standards Regulation

Category	Initiative(s)
Customer Service - Policy	CAMH has an Accessibility and Customer Service for People with Disabilities policy, which is designed to ensure that all CAMH personnel, clients/patients and visitors are aware of the benefits of achieving accessibility for people with disabilities, and know their rights and responsibilities under the AODA. It also establishes accessibility standards for Customer Service at CAMH in accordance with relevant legislative requirements.
Customer Service - Service Animals and Support Persons	People with disabilities who use a service animal have the right to enter CAMH with the animal and keep the animal with them unless this is precluded by law. Where a service animal is excluded by law, the organization will ensure that other measures are available to the person with a disability to obtain, use and benefit from the services provided.
Customer Service - Notice of Temporary Disruptions	Notice for disruption in services usually used by persons with disabilities includes information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. Notice is provided directly to clients/patients by their service provider when disruptions are known in advance. If there is an unexpected disruption, clients/patients will be notified as soon as possible by their service provider, and via posted announcements. Planned service interruptions for elevators, driveways and parking areas, including information on the duration of the interruption and any alternative facilities that may be available will be posted at relevant locations.

Category	Initiative(s)
Customer Service - Feedback	CAMH has a process to receive feedback on the provision of goods, services and facilities provided to people with disabilities accessing services or working at CAMH. This process is posted on our website and is available in accessible formats to people with disabilities.
Customer Service - Accessible Formats and Communication Supports	CAMH takes into consideration a person's ability to access information and will provide any document or information in a format that meets those needs as agreed upon with the person. Requests for alternative formats can be made via public.affairs@camh.ca or a client/patient's service provider.
Customer Service - Accessible Website and Web Content	CAMH has an Accessible Information policy that sets out the practices for achieving accessible documents, communications, websites, and web content (both internal and external). Our CAMH intranet site complies with W3C standards.
Design of Public Spaces- Accessible Parking and Entrance Access	All parking areas have designated accessible parking. All entrances are accessible at ground level and are equipped with automatic doors. Curb cuts are located on the sidewalks by each entrance.
Design of Public Spaces - Outdoor Areas	During all phases of design development and construction, outdoor areas are carefully reviewed to ensure AODA compliance.
Design of Public Spaces – Exterior Paths of Travel	During all phases of design development and construction, exterior paths of travel are carefully reviewed to ensure AODA compliance.
Design of Public Spaces – Waiting Areas, Service Counters and Fixed Queuing Guides	During all phases of design development and construction, waiting areas, service counters, and fixed queuing guides are carefully reviewed to ensure AODA compliance.
Employment -Recruitment	All applicants are advised, via the job posting, that accommodation is available should they be required to participate in the interview, assessment, and selection process.
Employment -Accessible Formats and Communication Supports	CAMH takes into consideration an employee's ability to access information and will provide any document or information in a format that meets those needs as agreed upon with the person. Our CAMH intranet site complies with WC3 standards.
Employment - Workplace Emergency Response Information	CAMH is a process to provide personnel with disabilities with individualized emergency response information.
Employment - Individual Accommodation Plans	CAMH has policies and processes related to accommodation, which include a written process regarding the development of individual accommodation plans.
Employment - Return to Work	CAMH has a written return-to-work strategy, which outlines the steps the employer takes to facilitate the return to work and includes an individually documented accommodation plan.
Employment - Performance Management and Career Development	CAMH ensures that performance reviews and career development and redeployment take into account accessibility needs and individual accommodation plans.
Information and Communications -	CAMH has a process to receive feedback on the provision of goods,

Category	Initiative(s)
Feedback	services and facilities provided to people with disabilities accessing services or working at CAMH. This process is posted on our website and is available in accessible formats to people with disabilities.
Information and Communications - Accessible Formats and Communication Supports	CAMH takes into consideration a person's ability to access information and will provide any document or information in a format that meets those needs as agreed upon with the person, to the best of our abilities (e.g., email, large font, hard copy, braille, verbally reviewed in person or over the telephone).
Information and Communications - Accessible Website and Web Content	CAMH has an Accessible Information policy that sets out the practices for achieving accessible documents, communications, websites and web content (both internal and external).
Procurement	CAMH incorporates accessibility criteria and features when designing, procuring and/or acquiring goods, services, and facilities. Where it is not practicable to do so, CAMH will explain, if requested, why accessibility criteria could not be incorporated in the procurement or acquisition of goods, services, and/or facilities.
Training	CAMH uses a variety of methods to deliver training including an information guide/booklet, an e-learning tutorial, online resources, presentations at meetings, and in-service education as appropriate to job roles and functions.
Self-Service Kiosks	There are two accessible kiosks for wayfinding in the lobbies in our Crisis & Critical Care Buildings and there is a self-service kiosk in our Emergency Department.

Examples of Past Achievements to Remove and Prevent Barriers (2020-2025)

- Connected CAMH Strategic Plan to ensure that our workplace is equitable, diverse, inclusive, accessible and anti-racist.
- Completion of CAMH's Phase IC redevelopment, which entailed the construction of two new buildings to support increased access to services.
- Engagement with patients, families, community, and accessibility consultants in Phase IC redevelopment to obtain an advanced understanding of accessibility and inclusion in all areas of the construction project.
- Improvements to building infrastructure to support accessibility (e.g., installation of automatic door openers).
- Review and revision of all policies and practices to ensure they meet accessibility requirements and promote inclusivity.
- Incorporated people with lived experience as members of the Accessibility Committee.
- Improved our E-Learning programs to broaden accessible use.
- Development of recommendations to support CAMH web content providers in developing content that meets W3C guidelines.
- Closed captioning functionality added to the Webex platform used by clients, patients, and

staff.

- Implementation of speech dictation software to address barriers related to keyboard accessibility.
- Accessibility of personal health information incorporated into the design of the Clinical Information System.
- ReachDeck – BrowseAloud tool on the website to provide accessibility to individuals with visual impairment.
- Creation of an Equity, Diversity and Inclusion team within the Experience and Inclusion department.
- 2023 Workforce Equity Report – 16% of survey respondents identified as having a disability.

Current and Future Initiatives to Remove and Prevent Barriers

- Ongoing review and revision of policies and practices to ensure they meet accessibility requirements and promote inclusivity.
- Space planning committee to review accessibility improvement opportunities related to building infrastructure.
- Engage in audit processes to focus on both physical and sensory barriers.
- Phase 1D redevelopment design focused on universal accessibility with input from patients, families, community, and accessibility consultants.
- Creation of an Employee Resource Group for staff with disabilities.

The Accessibility Plan Review Process at CAMH

The CAMH Accessibility Committee will monitor the implementation of CAMH's Accessibility Plan. The status of the Plan will be reviewed throughout the year at committee meetings.

The Accessibility Plan Communication Strategy CAMH

The Centre for Addiction and Mental Health's 2025-2030 Accessibility Plan will be posted on the CAMH website (www.camh.ca) and is available in alternative formats upon request to public.affairs@camh.ca. The Plan will also be available to CAMH staff on our intranet and as part of our mandatory accessibility training. Internal to CAMH communication includes posting on the intranet, mandatory training, insite articles, email announcements and presentations.