



**Canadian Mental
Health Association**

Across Manitoba

Mental health for all



Accessibility Plan

2025–2028

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This document is available in alternate formats on request. To request alternate formats or provide feedback about this plan, please contact the Equity and Belonging Lead by email at accessibility@cmhawpg.mb.ca or by phone at 204-982-6116.

Statement of Commitment to Accessibility

The Canadian Mental Health Association Across Manitoba (CMHA) is committed to recognizing mental health as a basic human right. We focus on providing accessible and quality support and programs for all people in Manitoba. Our work focuses on education, advocacy, and direct support, all grounded in respect and understanding. We respect the autonomy and independence of every person and recognize that every person deserves barrier-free access to supports and services, regardless of their abilities. To do this, we work to find, remove, and prevent barriers to access while following the Accessibility for Manitobans Act (AMA). While non-profits are not always required to meet the same timelines as public-sector organizations, CMHA chooses to follow the public-sector deadlines to ensure our services and spaces are as inclusive and accessible as possible.

Accessibility for Manitobans Act and Accessibility at CMHA Across Manitoba

Our Accessibility Plan complies with the Province of Manitoba's Accessibility for Manitobans Act and all standards that apply to our programs and services as a non-profit organization. These include:

- Accessible Customer Service Standard
- Accessible Employment Standard
- Accessible Information and Communication Standard

These standards are not currently part of CMHA programs or services, but we will monitor and consider the standards if they become relevant:

- Accessible Transportation Standard
- Accessible Design of Outdoor Public Spaces Standard

The following four principles are drawn from Section 2(2) of the Accessibility for Manitobans Act:

<https://accessibilitymb.ca/accessibility/the-accessibility-for-manitobans-act.html>

- **Access:** People should have barrier-free access to places, events, and other functions that are generally available in the community.
- **Equality:** People should have barrier-free access to those things that will give them equality of opportunity and outcome.
- **Universal Design:** Access should be provided in a way that does not establish or reinforce differences based on a person's disability.
- **Systemic Responsibility:** The responsibility to prevent and remove barriers rests with the person or organization that created or continues to allow the barrier.

For CMHA, these principles shape how we serve people, support our staff, and plan for accessibility improvements.

Definitions

The following definitions apply throughout this plan:

- **Disability:** Any impairment or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent or temporary and can change over time.
- **Barrier:** Anything that might hinder full and equal participation by people with disabilities. Barriers can be architectural, technological, attitudinal, based on information or communications, or as the result of a policy or procedure.
- **Accessibility:** The design of products, devices, services, environments, technologies, policies, and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Organizational Overview

The Canadian Mental Health Association Across Manitoba (CMHA) is a non-profit organization dedicated to advancing mental health, well-being and supporting recovery across the province. CMHA delivers direct mental health services throughout Manitoba, while also coordinating and supporting strategies, policies, and training initiatives focused on mental health promotion and well-being. CMHA provides in-person and virtual services to adults and youth across urban, rural, and northern communities. These services include:

- Public education and wellness programming
- Outreach and peer support
- Youth and family services
- Employment and skills development
- Mental health rehabilitation and recovery
- Housing support and tenancy retention

Site Locations

CMHA Across Manitoba provides services at over 24 sites through a mix of owned, leased, and partnership spaces. See figure 1 for map locations. The sites include:

CMHA Manitoba and Winnipeg

Main Office:

930 Portage Avenue, Winnipeg, MB R3G 0P8

Additional Winnipeg Locations:

- 180 Henry Street
- 444 Kennedy Street
- 533 Broadway Avenue
- 111 Lombard Avenue
- 912 Portage Avenue

Regional Location:

- 435 Main Street, Selkirk, Manitoba

CMHA Swan Valley Branch

Main Office:

Unit 1-110 7th Ave. North Swan River, MB R0L 1Z0

Swan River, Manitoba Locations:

- 1327 1st Street
- 621 Main Street
- 1331 1st Street
- 707 4th Street South

Dauphin, Manitoba Locations:

- 29 2nd Avenue NE
- 123 1st Avenue
- 135 1st Avenue

Portage la Prairie, Manitoba Locations:

- 160A 1st Street NW
- 160B 1st Street NW
- 164 5th Street SE
- 80 9th Street SE

- 805 Saskatchewan Avenue West

The Pas, Manitoba Locations

- 344 Ross Avenue

CMHA Thompson Branch

Main Office

43 Fox Bay, Thompson, MB R8N 1E9

Thompson, Manitoba Locations

- 95 Cree Road
- 31 McGill Place

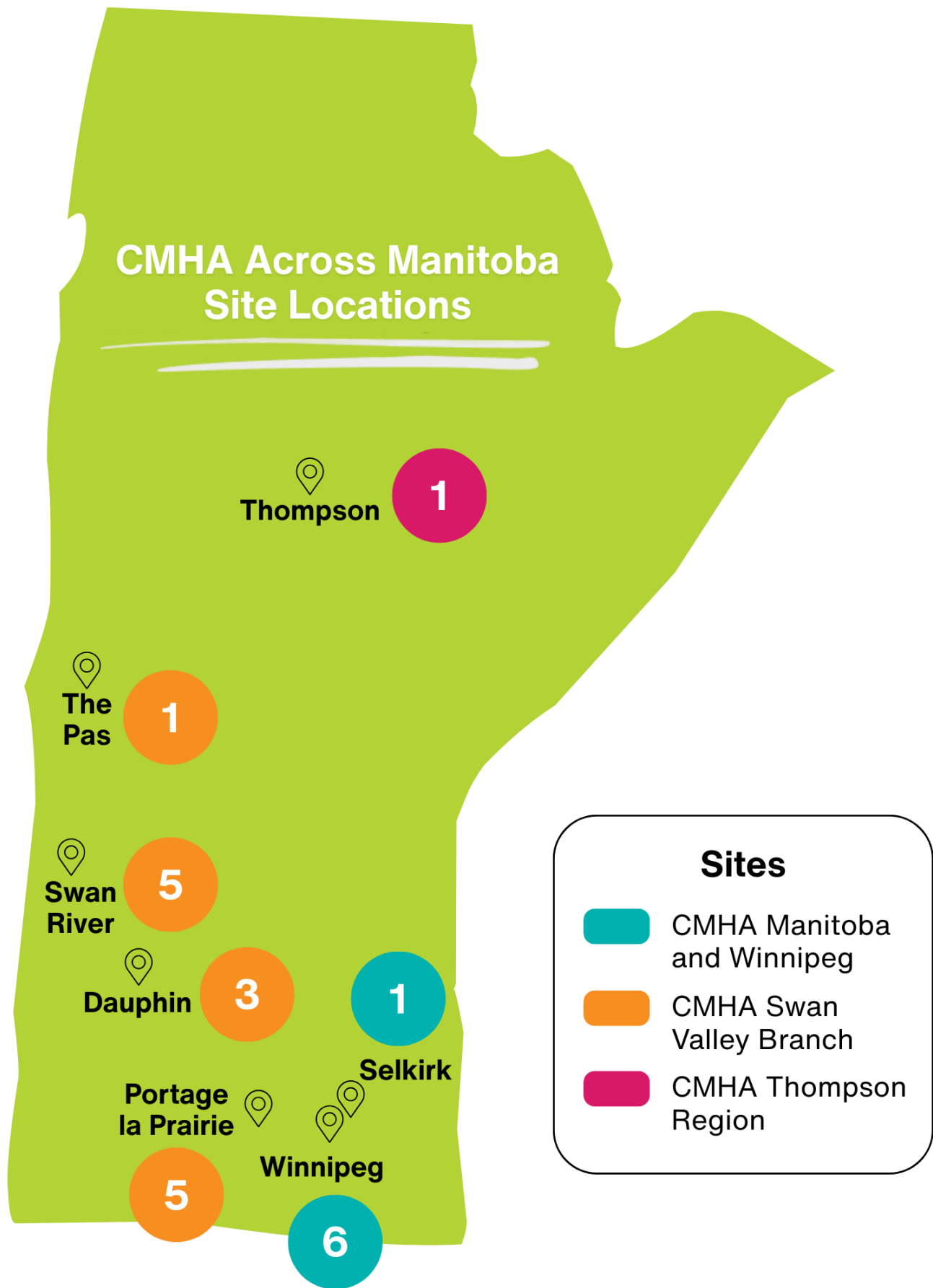


Figure 1: Number of CMHA site locations in Manitoba communities.

Note on Accessibility and Infrastructure

CMHA fully owns and operates ten sites across the province including one in Winnipeg. The remaining locations across the province are leased or operated through shared arrangements with other organizations. Because of this, accessibility solutions may vary. For example, some service sites lack control over elevators, entryways, or signage. We are committed to working with property owners and partners to address barriers, while applying for grants and advocating for long-term infrastructure improvements where needed.

All CMHA branches and programs in Manitoba will be conducting accessibility audits to better understand the physical and service realities in their regions.

Accessibility Governance Framework and Planning

Accessibility at CMHA is a shared, organization-wide commitment to listening, learning, and removing barriers across programs, physical spaces, and internal systems. To support this, CMHA has established a clear governance structure with designated leadership, working groups, and accountability measures.

This structure includes:

- A Senior Leadership team that is committed to supporting ongoing and continuous improvements
- An Equity and Belonging Lead role.
- Inclusion, Diversity, Equity and Accessibility (IDEA) and Belonging Regional Committee
- A dedicated Accessibility Working Group embedded within the organization's broader Inclusion, Diversity, Equity, and Accessibility (IDEA) and Belonging framework
- Ongoing consultation with staff, participants, and community partners
- Clear roles across departments for implementing and tracking this plan
- Building relationships with local disability support and advocacy organizations

The goal is to ensure that accessibility work is integrated into daily operations and not isolated to compliance or one-time projects.

The Accessibility Working Group

CMHA's accessibility work is led by the Accessibility Working Group, which operates under the umbrella of the Inclusion, Diversity, Equity, and Accessibility (IDEA) and Belonging Regional Committee. This group includes CMHA staff from various departments and regions in Manitoba, as well as people with lived experience of disability.

The Accessibility Working Group:

- Reviews accessibility feedback submitted by clients, staff, and visitors
- Prioritizes barrier removal efforts in collaboration with managers and facilities staff
- Advises on policy development, staff training, and service planning
- Ensures actions in this plan are tracked and reported

The committee meets regularly and recommends changes when new or unresolved barriers are identified. Where possible, CMHA includes input from people who are Deaf, blind, neurodivergent, Indigenous, racialized or living in rural or northern areas to reflect the diversity of people served by the organization.

Consultation Summary

This Accessibility Plan is based in part on feedback gathered through a 2024–2025 survey and focus group process coordinated by the Manitoba League of Persons with Disabilities (MLPD). The consultation involved over 210 people across five Manitoba communities. People consulted included both participants and staff, many of whom identified as having disabilities.

Key themes from the consultation included:

- Physical access barriers across several service sites.
- Attitudinal barriers including microaggressions and mental health stigma.
- A need for plain language in forms and resources, ASL, and translated materials.
- Requests for more culturally relevant services, especially from Indigenous and African, Caribbean and Black Canadian (ACB) communities.
- More support for accessible onboarding, staff accommodations, and consistent customer service standards and practices.

CMHA also collaborated with Peter Tonge Consulting, a consulting firm owned and led by people with disabilities, to review current accessibility information. Their feedback helped to shape this plan.

This consultation process provided important insights and CMHA recognizes that ongoing consultation and involvement of the Deaf and disability community will continue to be important. This plan includes a commitment to expanding future engagement to include Deaf and disabled participants and other equity-priority groups.

Feedback Process

CMHA Across Manitoba welcomes feedback about this Accessibility Plan and any barriers experienced when accessing our programs, spaces, or services. Feedback helps us improve. We

encourage people with disabilities, caregivers, staff, and community partners to share their experiences.

Feedback can be submitted in person, by phone, email, or mail. All feedback will be acknowledged in the same format it was received, unless submitted anonymously. CMHA is committed to reviewing all feedback in a timely way and taking action where changes are possible.

If a concern cannot be addressed immediately, it will be forwarded to the Accessibility Working Group for follow-up.

Contact Information:

Associate Director-IDEA (Inclusion, Diversity, Equity, Accessibility) - CMHA Across Manitoba

accessibility@cmhawpg.mb.ca

204-982-6116

930 Portage Avenue, Winnipeg, MB, R3G 0P8

Office Hours: Monday through Friday 8:30 AM – 4:30 PM

Accessibility Progress To-Date

As an organization that supports and works alongside people with disabilities, including those with mental health-related disabilities, inclusion is a core part of our work. Accessibility is not a new initiative to CMHA. Many improvements have already been made across programs, spaces, and systems. This plan builds on that progress and commits to continuous improvement in the future. The list below highlights some of these actions:

- 1) A Provincial Equity and Belonging Lead position has been created within the organization.
- 2) IDEA and Belonging Regional Committee has been established.
- 3) An Accessibility Working Group meets regularly.
- 4) All staff, students, and volunteers currently receive mandatory AMA Accessible Customer Service Training.
- 5) All CMHA staff receive training on the Manitoba Human Rights Code.
- 6) The organization adapted and delivered culturally specific mental health resources for African, Caribbean and Black (ACB) Canadian communities.
- 7) Our Recovery College resources are available in French and English.
- 8) Our Well-Being Learning Centre has updated course materials and PowerPoint presentations to be accessible.
- 9) Digital and printed materials are available to those without internet access.
- 10) Braille signage has been installed in all high-traffic areas in Winnipeg Main office.

- 11) Soundfield system has been installed at the Well-Being Learning Centre, in Winnipeg main office.
- 12) Screen reader license acquired for staff with vision impairments.
- 13) ASL on-demand videos created in partnership with New Directions, University of Manitoba and community members with lived experience.
- 14) CMHA Across Manitoba website updated to meet WCAG 2.1.

Accessibility Moving Forward

Built Environment

Participant-Facing Spaces

CMHA operates from 24 service sites in Manitoba. Most are leased and shared spaces. This limits the organization’s ability to make physical upgrades in some locations. Barriers vary by site and include:

Entrances and Doors:	<ul style="list-style-type: none"> • Multiple sites have heavy, non-automated doors or lack accessible doorbells and intercoms.
Restrooms:	<ul style="list-style-type: none"> • Many sites do not have fully accessible washrooms, including space for mobility devices, adult change tables, or automatic fixtures.
Parking:	<ul style="list-style-type: none"> • Some locations have only one or no designated accessible parking stall.
Winter Access:	<ul style="list-style-type: none"> • Snow removal practices often make sidewalks difficult to navigate.
Lighting and Sensory Experience:	<ul style="list-style-type: none"> • Multiple sites reported overly bright lighting and noisy shared spaces that create discomfort for people with sensory sensitivities.

Wayfinding and Signage:	<ul style="list-style-type: none"> • Signage is inconsistent across locations and often lacks tactile, large print, or directional features.
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CMHA will prioritize a physical accessibility audit at each location, led by on-site staff with support from the Accessibility Working Group. This process will document what barriers currently exist and where improvements are needed.

Based on this review, upgrades will be prioritized using internal funds, grant applications, and collaboration with landlords or site partners. The CMHA Across Manitoba website will be updated to clearly explain any known accessibility barriers at each branch location. It will also include information on how individuals can get in touch to ask questions, request accommodations, or plan their visit accordingly.

This approach will help ensure participants, staff, and community members have accurate, practical information and can access the supports they need before arriving on site.

Staff Areas

Not all staff work areas meet accessibility standards. Issues identified include:

- Inaccessible kitchens, offices, or workstations for people who use mobility aids
- Meeting rooms that cannot accommodate larger devices or alternate seating needs
- Lack of accessible washrooms in staff-only areas
- No sensory-friendly spaces or quiet rooms for staff who experience overstimulation or chronic fatigue

CMHA will work with staff, program partners and the Accessibility Working Group to identify and reduce these barriers over the life of this plan. In multi-tenant spaces, this will include advocacy and formal requests to building managers or owners.

Customer Service

All CMHA staff and volunteers complete training on Accessible Customer Service standards as part of onboarding. In addition to Manitoba Accessibility Office content, CMHA is working to expand training in several areas including:

- Communicating with people who use assistive technology
- Supporting clients with sensory or cognitive barriers

- Using plain language in daily interactions including web, written material and direct support.

Staff have also identified a need for increased training on cultural safety, neurodiversity, and accessibility. These topics are being prioritized for upcoming reboarding and professional development cycles across the province.

Employment

CMHA provides active offer of accommodation to all staff upon hiring and during employment. However, staff feedback shows that many are unaware of their rights or unsure how to request accommodations in a confidential and supportive way.

The People and Culture team is currently reviewing all onboarding, accommodation, and human resources policies to improve clarity, consistency, and access across service regions. Accessibility accommodation practices will also be reviewed annually as part of CMHA's internal equity evaluations.

Information and Communication Technologies (ICT)

CMHA's current digital tools and communication systems are not fully accessible to participants, staff, or community members with disabilities. Several barriers remain across platforms, especially when information is shared online or through digital documents.

Website and Online Content

- While the main website meets WCAG 2.1 standards, some program pages are not consistently updated or accessible to screen readers.
- Not all images include alt text for people using screen readers.
- Accessibility information about specific CMHA locations is limited, making it harder for participants to plan their visit or request accommodations.
- Some public resources, like learning modules or event materials, are not yet available in plain language or alternate formats.

Digital Documents and Tools

- Staff reported inconsistent access to accessible templates and training on accessible document formatting.
- Participants have difficulty navigating PDF forms, schedules, or intake paperwork when not optimized for screen readers or written in plain language.
- Some online program tools and resources, like videos, are not available in ASL, translated formats, or audio versions.

Navigation and Wayfinding

- There is no centralized digital tool that helps participants understand building layouts, entrances, or service points before arriving on-site.
- Information about site accessibility is often shared informally or inconsistently across programs.

CMHA will continue building its capacity to offer digital resources in multiple formats and will work toward a consistent standard across all online and communication platforms.

Monitoring and Evaluation of Accessibility Goals

- The Accessibility Working Group will meet monthly to review progress and feedback.
- Annual reviews of this plan will be completed and shared with leadership and staff.
- Feedback from participants, staff, and partners will be tracked and acted on.
- A new plan will be drafted for 2028–2030 based on feedback, audits and community priorities.

Strategic Accessibility Goals

This 3-year action plan is guided by the following strategic accessibility goals:

1. Improve physical accessibility at all CMHA service locations, with clear timelines and priorities based on audits and participant input.
2. Enhance accessible communication by providing plain language, translated materials, and alternative formats in both print and digital.
3. Strengthen staff knowledge through training on attitudinal barriers, neurodiversity, AMA standards, and culturally safe service delivery.
4. Ensure accessible employment practices are embedded in Human Resources, onboarding, accommodations, and internal policies.
5. Build local capacity by engaging people with disabilities and accessibility-focused organizations in urban and rural areas.

Accessibility Plan Implementation Timeline

Timeframe	Action	Primary Lead	Supporting Stakeholders
Fall 2025	Create standard audit tool for local site use	External Consultant, Accessibility Working Group	Participants with Disabilities, IDEA & Belonging Committee
Fall 2025	Launch site-level accessibility self-assessments audits using standardized tool	Program Staff, Facility Partners	Accessibility Working Group
Fall 2025	Submit funding application to support an Indigenous-led review of accessibility across CMHA provincial services.	Indigenous Liaison, IDEA & Belonging Committee	Community Partners, Senior Leadership
Fall 2025	Review onboarding and staff accommodation procedures	People & Culture Dept.	Senior Leadership
Fall 2025	Update orientation to include active offer of accommodations	People & Culture Dept.	IDEA & Belonging Committee
Fall 2025	Co-design & Deliver Accessible Documents Training	External Consultant	IDEA & Belonging Committee, Program Staff
Fall 2025	Deliver Unconscious Bias Training	People & Culture Department	IDEA & Belonging Committee, Program Staff
Fall 2025	Assess procurement practices for	Senior Leadership	Facility Partners

Timeframe	Action	Primary Lead	Supporting Stakeholders
	accessibility and updating vendor forms.		
Fall 2025	Include accessibility in procurement/site and service selection processes	Senior Leadership	Facility Partners, IDEA & Belonging
Winter 2025	Update CMHA Across Manitoba website sub webpage with accessibility info	External Consultant, Communications Team	Accessibility Working Group
Winter 2026	Apply for funding for physical upgrades	IDEA & Belonging Committee	Senior Leadership, Accessibility Working Group
Winter 2026	Deliver Disability Awareness training	External Consultant	IDEA & Belonging Committee, Program Staff
Winter 2026	Update digital forms for screen reader/mobile access	Communications Team	IDEA & Belonging Committee, Program Staff
Spring 2026	Develop signage templates (tactile, braille, contrast)	Facility Partners	Accessibility Working Group
Summer 2026	Establish Indigenous Accessibility Community Working Group to lead review process and develop accessibility recommendations relevant to Indigenous	Indigenous Liaison, External Consultant, IDEA & Belonging, Community Partners	Senior Leadership, Accessibility Committee

Timeframe	Action	Primary Lead	Supporting Stakeholders
	participants and communities.		
Summer 2026	Install improved signage at 3–5 locations	Facility Partners	Accessibility Working Group
Summer 2026	Confirm vendors for low-cost upgrades (lighting, doorbells, visual alarms)	Facility Partners	Accessibility Working Group
Fall 2026	Start low-cost upgrades (lighting, doorbells, visual alarms)	Facility Partners	Accessibility Working Group
Fall 2026	Pilot a sensory-friendly room or space.	Facility Partners	Program Staff
Winter 2027	Indigenous Accessibility Community Working Group presents findings and recommendations to CMHA leadership for integration into future planning.	Indigenous Liaison, External Consultant, IDEA & Belonging Committee, Community Partners	Senior Leadership, Accessibility Working Group, Program Staff
Winter 2027	Distribute signage templates to all sites	Facility Partners	Accessibility Working Group
Winter 2027	Incorporate site Accessibility Information into a digital wayfinding guide	Communications Team	Facility Partners
Spring 2027	Host focus groups with participants & staff about accessibility.	Accessibility Working Group	Community Partners
Spring 2027	Collaborate with two to three external partners for accessibility review	IDEA & Belonging Committee, Accessibility Working Group	Community Partners

Timeframe	Action	Primary Lead	Supporting Stakeholders
Summer 2027	Complete moderate upgrades	Facility Partners	Accessibility Working Group
Summer 2027	Begin planning for 2028–2030 Plan	Accessibility Working Group	Senior Leadership
Fall 2027	Review audits and update physical accessibility priorities	Accessibility Working Group	Facility Partners
Fall 2027	Targeted feedback collection (access, culture, employment)	IDEA & Belonging Committee,	Participants with Disabilities
Fall 2027	Review and expand adaptive tech for staff	People & Culture Dept.	Senior Leadership
Winter 2028	Refresher trainings: microaggressions, disability awareness training	Anti-Racism & Cultural Inclusion Working Group, External Consultants	IDEA & Belonging Committee, Program Staff
Winter 2028	Update accommodation forms/policies	People & Culture Dept.	Accessibility Working Group
Winter 2028	Survey staff and participants on their experience of access & cultural safety	Anti-Racism & Cultural Inclusion Working Group, Accessibility Working Group, IDEA & Belonging Committee	Participants, Staff
Spring 2028	Accessibility barrier inventory & summary of progress	Accessibility Working Group	Program Staff
Spring 2028	Draft CMHA Across Manitoba Accessibility Plan (2028–2030)	Accessibility Working Group	Senior Leadership
Summer 2028	Publish Accessibility Plan (2028–2030)	Communications Team	Accessibility Working Group

Timeframe	Action	Primary Lead	Supporting Stakeholders
Summer 2028	Share summary of 2025–2028 accomplishments	Communications Team	IDEA & Belonging Committee
Summer 2028	Prepare new Terms of Reference for Working Group	Accessibility Working Group	Senior Leadership



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