

# ACHIEVEMENTS RELATED TO ADDRESSING ACCESSIBILITY BARRIERS 2022-2025

## Architectural / Physical

- Equipped staff with cell phones & laptops to ensure service continuity during emergencies.
- Virtual service delivery options available when in-person access is restricted.
- Proper signage for washrooms, wet floors & staircases maintained; issues reported to supervisors/building management.
- Contingency plans for elevator outages with alternative service locations or virtual access.



## Attitudinal

- Ongoing training for all staff on customer service, DEI, AODA, and person-centered practices.
- Guided by Anti-Racism, Anti-Oppression (ARAO) framework.
- Cultural and religious days recognized and celebrated.



## Employment

- Inclusive recruitment practices; job postings shared with diverse community partners.
- Targeted newcomer workshops on resumes, interviews & Canadian workplace culture.
- Placement and hiring of foreign-trained professionals to bridge employment gaps.

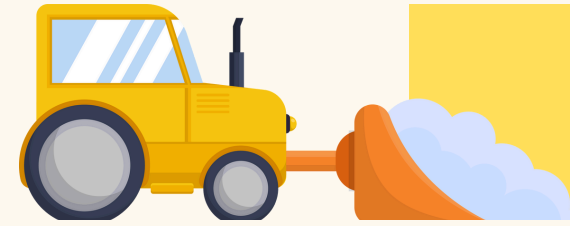
## Communications

- Program information & surveys translated into multiple languages.
- Flyers redesigned with more infographics for better information retention.
- Multilingual videos and feedback tools used across programs.



## Environmental

- Cleared snow/ice from entrances during winter months; immediate reporting to building management.
- Proactive heating/cooling maintenance; contingency workspace arrangements during outages.
- Seasonal safety tips shared with staff and clients, especially newcomers unfamiliar with Canadian winters.



## Financial

NO FEE

- Transportation support built into program budgets (bus tickets, taxi/Uber vouchers).
- All PCHS services provided free of cost.
- Clients encouraged to use online service delivery where possible.

## Technology

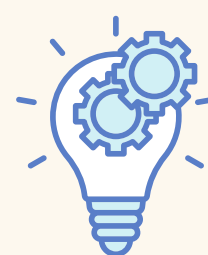
- Expanded use of virtual platforms for client services.
- Investment in software (SAP Concur, Lucid Chart) and IT policies to improve efficiency.
- Mental Health website launched with self-help resources and psychoeducation modules.



## Transportation



- Seniors' transportation through CANES, public transit support, Presto cards & taxi vouchers.
- Virtual programs introduced to address travel barriers.
- Ongoing advocacy for additional transportation funding.



## Community Integration

- Holistic approach for clients facing mental health & addiction challenges:
  - Culturally tailored workshops
  - Case management & support groups
  - Peer support roles & lived-experience hiring
- Strong advocacy for stigma reduction & resource access.



## Other Barriers

- Client surveys translated into additional languages (Punjabi, Hindi, Tagalog, Arabic, Dari).
- Inclusive modifications to program feedback tools.

