



BEHAVIOURAL HEALTH FOUNDATION
ACCESSIBILITY PLAN
2025-2026

Land Acknowledgement

The Behavioural Health Foundation is located on Treaty One territory and the homeland of the Red River Métis Nation.

Contact Information

The Behavioural Health Foundation
35 Avenue De la Digue
Winnipeg, MB
R3V 1M7

Phone: 204-269-3430

Fax: 204-269-8049

Email: info@bhf.ca

Website: www.bhf.ca

Facebook: Behavioural Health Foundation

Instagram: [@behaviouralhealthfoundation](https://www.instagram.com/behaviouralhealthfoundation)

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This document is available in alternate formats upon request.

To request an alternate format or provide feedback about this plan, please contact the administrative office at info@bhf.ca or call 204-269-3430.

Introduction

Purpose of this Plan

This plan communicates the Behavioural Health Foundation's continued commitment to identifying, removing, and preventing barriers to services. These barriers may be customer service, architectural, environmental, attitudinal, financial, employment, communication, technological, transportation, community integration, or systemic barriers. This plan outlines the policies, procedures, and actions intended to ensure accessibility in accordance with The Accessibility for Manitobans Act, The Human Rights Code of Manitoba, and other applicable laws.

Statement of Commitment

The Behavioural Health Foundation (BHF) is committed to ensuring equal access and participation for people with disabilities. We will treat all individuals in ways that maintain dignity, independence, integration, and equal opportunity. We believe in inclusion, and are committed to meeting the needs of people who face accessibility barriers by identifying, removing, and preventing those barriers. This commitment aligns with The Accessibility for Manitobans Act and the Human Rights Code (Manitoba).

Types of Accessibility Barriers

According to the Accessibility for Manitobans Act, for a person with a physical, mental, intellectual, or sensory disability, a barrier is anything that interacts with that disability in a way that may hinder their full and effective participation in society on an equal basis.

The following types of barriers are recognized:

- Physical barriers – restrictions on physical access to spaces or services.
- Architectural barriers – structural design elements that limit access.
- Information and communication barriers – information not provided in accessible or alternative formats.
- Attitudinal barriers – discrimination, stereotyping, or stigma.
- Technological barriers – equipment or systems not accessible or compatible with assistive devices.
- Systemic/policy barriers – organizational policies or practices that exclude or limit access.

Policies, Measures, and Practices

BHF commits to accessible customer service standards modeled after best practices, including those outlined by other organizations.

Communication

BHF will communicate with individuals in ways that take into account communication barriers. Alternate formats will be made available upon request, and information about services, accessible features, and temporary barriers will be published on our website.

Assistive Devices

Individuals may use their own assistive devices when accessing our facilities and services. If an assistive device presents a safety concern, alternative measures will be provided.

Support Persons

Support persons are welcome to accompany individuals at BHF facilities and events. Where applicable, advance notice will be provided regarding any costs.

Service Animals

Service animals are welcome in all public areas of BHF facilities. If exclusion is necessary due to health, safety, or legal concerns, alternative measures will be taken.

Notice of Temporary Disruption

BHF will provide prompt notice of service disruptions, including reasons, duration, and alternatives. Notices will be posted at entrances, on the website, and communicated through reception.

Training

All staff, volunteers, and practicum students will be trained on accessibility, including interacting with persons with barriers, use of assistive devices, relevant laws (AMA, Human Rights Code), and responding when difficulties arise. Ongoing training will be provided as policies or standards change.

Reasonable Accommodation

BHF is committed to reasonably accommodating requests related to disability barriers. Accommodation processes will be documented, accessible, and communicated to all staff and service users.

Feedback Mechanisms

BHF welcomes feedback on the accessibility of our services and facilities. Feedback can be submitted by phone, email, mail, or in person. Responses will be provided within 30 days, and all feedback will be documented and tracked. Information on the feedback process will be posted in facilities and on the website. Accessible formats will be provided upon request.

Conclusion

The Behavioural Health Foundation is committed to doing everything possible to identify, remove, and avoid barriers so that community members and visitors have equitable access to places, services, programs, and opportunities at BHF. This plan reflects our ongoing efforts and achievements, while outlining next steps to ensure continuous improvement in accessibility.

Document History

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