

Vision: As a provider of innovative services to children with disabilities, we are a centre of hope, support and inspiration, working together toward a future of empowerment, participation, and opportunity.

Mission: We enrich and celebrate the lives of children and youth with disabilities to help abilities grow by providing child focused, family-centred care.

Inclusion, Diversity, Equity & Accessibility (IDEA) 2022-23 Action Plan

	Goal	Indicator	Identified Activities	Completed Tasks	Responsible Party	Target date & Status
Organizational	Continue to expand our awareness of the needs and barriers to accessing services faced by underserved populations and understand the impact their lived experiences have on their ability to access and engage with our services	<p>Staff will identify possible barriers to accessing our services and know how to connect families with available supports</p> <p>Staff will be familiar with the resources available through JMCC to support families when barriers to accessing service are suspected or identified.</p> <p>Staff will indicate being comfortable with asking families how we might help them feel more comfortable accessing our services.</p> <p>Families will report feeling comfortable when they enter our Centre and</p>	<ul style="list-style-type: none"> • Review transportation support, emergency grocery & gift cards, Parents United Program, our Family Engagement Consultant and social work services • Continued engagement with families and community partners to build and maintain awareness • Adding a Land Acknowledgment to our signature lines • Consider forming a subcommittee of staff and family members to review standard correspondence 		Client Services Management (CSM)	Ongoing

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		while receiving our services.	and forms given to families to ensure understandability			
Organizational	To ensure that our Board of Directors, Advisory Councils and volunteer positions are reflective of the populations we serve	Membership on these advisory boards and councils will reflect the populations we serve	<ul style="list-style-type: none"> Approach potential volunteers that identify as belonging to a culturally diverse or underserved community 		Senior Leadership and Family Services Manager	Ongoing
Training and Awareness Building	To increase employee knowledge and understanding of the impact of culture and the social determinants of health in order to better support the children and families we serve	Staff will demonstrate an increased understanding of the impact of such factors as: poverty, mental health, sexual identity and race on accessing developmental services	<ul style="list-style-type: none"> Offer training for all staff to increase understanding of barriers to accessing services Encourage our clients and families to assist JMCC in the identification of training needs and awareness building for staff, 		IDEA committee & management	Ongoing

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			<p>as well as with the creation and delivery of some training opportunities</p> <ul style="list-style-type: none"> Incorporate awareness education as part of our onboarding process 		HR Manager	
Training and Awareness Building	The community will look to JMCC for training and awareness building related to accessibility and inclusion of persons with physical disabilities		<ul style="list-style-type: none"> Promote our expertise to be consulted for topics such as accessibility in public places, and inclusion of persons with special needs within our community 		CSM	Ongoing
Training and Awareness Building	Develop a method of measuring progress in employee's ability and comfort to provide culturally competent services	Staff will report that they feel confident and able to provide culturally competent services	<ul style="list-style-type: none"> Research self-reflective tools that measure an individual's comfort level with delivering culturally sensitive service 		Quality Manager	Ongoing as needed

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Communication	Increase availability of JMCC written material for families in languages that reflect the populations served at JMCC	Materials will be available in languages other than English	<ul style="list-style-type: none"> Identify funding opportunities to translate our most used forms Identify forms that should be translated 		Management Staff	Ongoing
Communication	JMCC will be seen within our community as a key stakeholder in the promotion of equity for underrepresented/underserved populations	Community partners and organizations will look to JMCC for best practices	<ul style="list-style-type: none"> Promote & celebrate opportunities to bring attention to the needs of underrepresented/underserved populations, through public speaking engagements, participation in awareness building events and projects, and through our social media 		<ul style="list-style-type: none"> Management IDEA committee Communications Manager Staff 	Ongoing
Recruitment	We will have more staff representing the diverse JMCC	We will receive more applicants from diverse backgrounds	<ul style="list-style-type: none"> Recruitment efforts will encourage more applicants from 		<ul style="list-style-type: none"> HR 	Ongoing

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	and W/EC community		diverse backgrounds <ul style="list-style-type: none"> • All Job Descriptions will reflect JMCC's supportive stance on inclusion, diversity, Equity and accessibility 			