

Vision: JMCC will be a community leader for diversity and inclusion

Mission: JMCC policies, procedures, staffing and services will truly reflect the children and families we serve and our community. JMCC will be a Centre where families and staff are empowered to further our own and our community's understanding and responsiveness of the needs of marginalized populations.

Inclusion, Diversity, Equity & Accessibility (IDEA) 2021-22 Action Plan						
	Goal	Indicator	Activities	Responsible Party	Target Date	Status
Organizational	Have a clear understanding of the countries of origin and first languages of our clients and their families and the impact cultural beliefs and norms have on the ability of newcomer families to access and engage in our services	Staff will ask families these questions at Intake or, during service delivery for pre-existing clients.	Retrieve this information from our internal database: Gold Care	Frontline staff	Ongoing for Intake and Short-term for pre-existing clients	
Organizational	Broaden our awareness and understanding of other marginalized populations we serve and the impact their situations have on their ability to access our services	Staff will report an understanding of the impact of such factors as: poverty, mental health, sexual identity and race can have on a family's ability to access and engage in services as well as experience successes within their home and community	<ul style="list-style-type: none"> • Various levels of training 	Management	Short and Long term	

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Organizational	JMCC policies and procedures will reflect a culture of acceptance, inclusion, diversity and accessibility for families, staff, volunteers and key stakeholders	Staff and families will report through surveys and informal methods that our policies and procedures reflect our stated goal	<ul style="list-style-type: none"> • Policies and procedures will be reviewed and revised to ensure language and practices at all levels are inclusive and representative of our community and the populations we serve 	Management	Medium - term	
Service Delivery	Service delivery models will be reflective of and responsive to all populations serviced by JMCC	Families will report feeling a sense of connectedness and comfort with our Centre and our services	<ul style="list-style-type: none"> • Review our service delivery models beginning with Intake • Establish working groups as required and include families in these discussions 	Management & Clinicians	Medium-term	
Training and Awareness Building	Continue to identify training needs of staff and within our community	<p>Staff will receive regular opportunities to request and suggest specific training</p> <p>The community will look to JMCC for training and</p>	<ul style="list-style-type: none"> • Prepare and provide general on-line training for all staff to create a basic understanding of such key topics as: unconscious bias, 	IDEA committee	Short-term	

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		awareness building related to accessibility and inclusion of persons with physical disabilities	systemic racism and privilege <ul style="list-style-type: none"> • Mobilize our clients and families to assist JMCC in the identification of training needs and awareness building as well as with the creation and delivery of some training opportunities • Consider adding Land Acknowledgement statements at the beginning of meetings 	PEER Manager Senior Management	Medium – term Short-term	
Training and Awareness Building	To increase employee understanding of the impact of culture on a person's beliefs, values and behavior in order	Staff report greater understanding	<ul style="list-style-type: none"> • Offer staff training on updated research and knowledge on the impact of culture on newcomer populations that 	Management	Medium-term	

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	to better support the children and families we serve		access our services the most			
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 	Director of Client Services	Long - term	
Communication	Families that access our services will see themselves reflected in printed and virtual material that highlights the services we offer and the children and families we support	Families will report that they see themselves reflected and a sense of connectedness	<ul style="list-style-type: none"> Statement on our website about our commitment to inclusion and diversity Include a message in our Orientation booklets Ensure our campaigns, reports and posts are reflective of the populations we serve 	Senior Management PEER Manager Communications Manager	Short – term Short – term Ongoing	

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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 	Management	Short – term for Arabic language Long- term for other languages	
Communication	JMCC will be seen within our community as a key stakeholder in the promotion of equity for all marginalized populations	Community partners and organizations will look to JMCC for resources and best practices	<ul style="list-style-type: none"> Promote & celebrate opportunities to bring attention to the needs of marginalized through public speaking engagements, awareness building events and projects and through our social media 	<ul style="list-style-type: none"> Management IDEA committee Communications Manager Staff 	Ongoing	
Communication	Awareness building of the unique needs of the children and	Increase in our public communication in this area	<ul style="list-style-type: none"> Promoting Awareness of initiatives and special days that highlight the needs 	Communications Manager PEER Manager Staff	Ongoing	

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	families we support		of children with different diagnoses			
Recruitment	Recruitment efforts will encourage more applicants from diverse backgrounds	We will receive more applicants from diverse backgrounds	TBD – research what other agencies do	HR	Ongoing	
Staff	Staff will reflect the community we work in	We will have more staff representing the diverse JMCC and WEC community	See recruitment above	HR / Management	Long-term	