



ACCESSIBILITY PLAN 2023-2027

The John McGivney Children's Centre (JMCC) is a public sector organization committed to a culture that is barrier-free, bias-free and that enables full integration for persons with disabilities. Policies, practices and procedures are consistent with the principles of independence, dignity, integration and equitable opportunity to all, with particular attention to persons with disabilities. This is in keeping with the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) and the regulations supporting this Act.

JMCC also supports other public, private and not-for-profit community partners to obtain, use and benefit from the Centre's expertise in preventing and removing barriers to accessibility and meeting accessibility requirements under AODA.

Principles

- JMCC's mission is to provide innovative services to children and youth with disabilities. Our services are designed to promote accessibility, inclusion and participation in a young person's home and community. In both our Centre-based and School-based Rehabilitation Services, we strive to identify and remove barriers and provide supports and services to grow the abilities of the children and youth we work with.
- JMCC provides training for employees and volunteers on accessibility standards for customer service. Employees and volunteers are familiar with the location and use of assistive devices available on JMCC premises. As new employees are hired, training on (AODA) is a component of their orientation, they are tested on the contents and results are kept in their HR file. Training is provided through orientation sessions, all staff meetings, drills, clinical rounds, lunch and learns, teleconference, etc. Training is documented (Training/In-service/Seminar Participation Form 6007).
- All policies, practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity to all with particular attention to persons with disabilities. The

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Policy Manual Leads review, revise and develop policies, practices and procedures to ensure accessibility to people with disabilities.

- To monitor the effectiveness of delivering accessible services, JMCC responds to feedback/complaints from stakeholders and the public. Methods of feedback include e-mail via the JMCC website (info@jmccentre.ca), Measures of the Processes of Care (MPOC) client/family survey, verbal input, “Tell Us What You Think” feedback cards available in family waiting areas and at the front reception desk, and the Complaint Form.
- Through the Accessibility Plan 2023-2027, JMCC identifies, removes and prevents barriers to people with disabilities that work in or receive services at the Centre, including clients, their family members, employees, volunteers and members of the community. The plan addresses environmental, customer service, employment, communication, and transportation barriers that may be experienced.

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- Requests that cannot be met are tracked and reported to the Quality Committee of the Board of Directors quarterly and annually.
- In adherence to this policy, JMCC considers the impact on persons with disabilities when purchasing new equipment, changes to the physical environment, or planning a new initiative.

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Domain	Barrier	Action Plan	Person responsible	Target Date	Measure of Success	Priority	Status
Transportation	Some families who require our services do not have access to accessible transportation to our Centre.	<p>Through donations, families will be offered 1-2 paid round trip accessible taxi rides for therapy appointments until government funding is approved. Referral to social work to assist families with applying for government benefits.</p> <p>Partner with accessible transportation services to offer reduced rates where possible</p> <p>In family surveys include a question about reasons for cancellations/missed appointments and include lack of transportation in the list of reasons</p>	Clinical staff	Ongoing	<p>Use of this funding for transportation and referrals to social work for this issue.</p> <p>Families will not report lack of transportation as a reason for missed or cancelled visits</p>	Medium	Ongoing
Information & Communication	Website currently lacks accessibility features for persons with disabilities	<p>Ensure all images have descriptive alt text</p> <p>Minimum contrast ratio between text and background</p> <p>Use actual text vs images of text</p> <p>Add text captioning of recorded audio/video content</p> <p>Ensure PDFs are AODA compliant.</p>	Communications Dept.	<p>Oct 2023</p> <p>Oct 2023</p> <p>November 2023</p> <p>April 2024</p> <p>April 2024</p>	Our website will be in compliance with AODA standards	High	<p>Completed</p> <p>Completed</p> <p>Completed</p>

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Information & Communication	Access to information for persons who are blind or have low vision	<p>Information is provided in large print, orally or recorded upon request.</p> <p>Remind staff in team meetings to offer these options to clients and their families as needed</p> <p>A satisfaction survey question could track whether families are being offered these accommodations</p>	All	Ongoing	Employees readily offer these accommodations to clients and families they work with.	High	Ongoing
Employment	Equal access to employment opportunities within JMCC to persons with disabilities	<p>Include a statement on each job posting that JMCC welcomes applications from persons with disabilities.</p> <p>Advise all applicants when they are invited for an interview that we provide accommodations within our resources for persons with disabilities.</p>	HR Manager	Ongoing	Persons with disabilities are accommodated and supported throughout the recruitment, selection and hiring process. Persons with a disability that are hired are offered accommodations within the workplace as needed.	High	Ongoing
Customer Service	<p>New employees and volunteers may not have knowledge of AODA standards</p> <p>Existing employees require refresher training of AODA.</p>	<p>Ensure all new employees and volunteers receive AODA training.</p> <p>Provide updated 'refresher' training to staff, on AODA standard.</p>	HR Manager	Ongoing	<p>All new employees and volunteers will write a test after completing their training and must achieve 80%</p> <p>Refresher training completed will be tracked in PolicyTech</p>	<p>High</p> <p>Medium</p>	<p>Ongoing</p> <p>Ongoing</p>

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Customer Service	Non-audible floor announcements in elevators.	Seek funding opportunities to install audible floor announcement in elevator.	Senior Leadership	2025	Audible floor announcement is installed	Medium	Not started
Customer Service	The language level of some of our clinical reports make them difficult to understand for some clients and family members that have varying literacy levels and where English is a second language.	<p>Remind clinicians of JMCCs Report Writing policy, which outlines that reports intended for sharing with clients and families are to be written at or below a fifth grade reading level. Share reminders during training for the new Client Information System.</p> <p>Undertake bi-monthly client file audits; analyze reports from each file for their readability level using a web tool, which determines the average years of education required to read and understand written text.</p> <p>Discuss this topic with clinical service managers, share resources for examining report language level, and suggest the review of relevant policies with clinicians during performance reviews.</p>	Managers and Clinicians	Ongoing	<p>Regular audits confirm that language levels used for clinical reports meet AODA guidelines.</p> <p>During Performance Appraisals, clinicians report using resources (such as online tools) to examine the readability of their written reports.</p>	Medium	Ongoing

Approved by: Jennifer Jovanovski

Date Approved: February 2024

Reconfirmed: _____

Revised: _____

For administrative use only - This document is also included as a cross reference in the Table of Contents of the following manual(s): Not applicable