

John McGivney Children's Centre	<b>Complementary Document</b>
<b>ACCESSIBILITY PLAN 2017-2020</b>	

The John McGivney Children's Center (JMCC) is a public sector organization committed to a culture that is barrier-free, bias-free and that enables a full integration for those with disabilities. 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. 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 strives to accommodate a variety of physical, mental, language and cultural needs, while respecting the privacy, dignity and independence of everyone associated with the Centre. Where required, JMCC provides individualized accommodation if fulfilling the request is operationally feasible within available resources, and poses no health and safety risks to the service provider or organization. If the request cannot be met, the supervisor meets with the individual to explain limitations and explore other options that are respectful of the individual's preferences.
- 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, this training 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 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 4015.
- Through the [Accessibility Plan 2017-2020](#), 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 architectural, environmental, attitudinal, financial, employment, communication, transportation and community integration barriers that may be experienced.

## **Accessibility Plan 2017-2020**

- 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, designing new systems or planning a new initiative.

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C- Client (Person Served)

E – Employee

S – Other Stakeholder

Domain	Who	Barrier	Action Plan	Person responsible	Target Date	Measure of Success	Priority	Status
Architecture	C, E, S	Sidewalk depression - parking lots	cement shifts with weather so maximize visibility for pedestrians by contrast painting with Day-Glo	Director of Finance and Admin	March 2018	No trips or falls in parking lots due to uneven surface.	High	Funding received repairs in progress
	C, E, S	Exit Signs	Exit signs were in English. In order to accommodate all languages these were changed to a non-verbal running man sign	Director of Finance and Administration	April 2017	All signs changed	High	Complete
Attitudes	E	Limited employee knowledge of their obligations under AODA	Ensure AODA training is part of orientation package for new employees	HR Manager	Ongoing	All new employees will have AODA training and testing completed and checked on orientation checklist	High	Ongoing
	C	To increase community awareness of people with disabilities and their abilities.	Hold Grand Opening for new fully accessible playground Community partners, the community as whole, employees, clients and families invited to celebration on Sept 9, 2017 (500+ attended).	Development Department	At the time	Community education and publicity.	Med	Complete

Domain	Who	Barrier	Action Plan	Person responsible	Target Date	Measure of Success	Priority	Status
	S	Community stakeholders need further education about persons with disabilities	CEO speaks to area community groups when possible to update them about our programs and success stories. i.e. former client who became an employee through the We Are Able Program (Recognition Award received by JMCC)	CEO	Ongoing	CEO schedule of speaking engagements.	Low	Ongoing
Finances	C	Some client families or caregivers cannot afford transportation to the Centre or home from the Centre	Offset the cost of travel through donations (employee Jeans Day Fund)	Family Services	Ongoing	Use of the resource (<= 1 month on average)	Low	Complete
	C	Some families require assistance with applications for financial assistance with respect to needed equipment.	Assist with advocating for increased funding when possible.	All clinicians	Ongoing	Families are successfully receiving grants and funding that they apply for.	High	Ongoing
Employment	E, S	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 accommodation for a disability if necessary</p>	HR Manager	Ongoing	Persons with disabilities are accommodated and supported throughout the recruitment, selection and hiring process and when they are seeking advancement opportunities	High	Ongoing

Domain	Who	Barrier	Action Plan	Person responsible	Target Date	Measure of Success	Priority	Status
	C	Clients continue to struggle to find employment if they are of age.	Clinicians in all departments work with youth upon request to prepare them to enter the workforce. Assistance is provided with resume writing, mock interviews and in some instances job readiness skills training. Referrals are also made to community agencies that assist persons with disabilities to enter the work force.	All clinicians working with older youth	Ongoing	Documentation of sessions with clients held	Medium	Ongoing
	C, S	Accessibility of online information	Increase amount and type of information available online to allow online users (stakeholders) easier access	Senior Manager Communications	Update Website by Jan 2018	Number of users	High	In Progress
Communication	C, S	Access to communication and information for low-vision	Increase access to written and digital communication. Use recommended font size (Arial 11). Accessible formats (verbal, large print) are provided upon request.	All	Ongoing	Decreased requests for further clarification. Public can access information independently.	High	Complete
	E	Limited mobile access to network	Technology based solution. Increase range of mobile options for employees.	IT Manager	ASAP	Achieve greater mobile access to network.	High	Ongoing
	C, S	Limited employee knowledge to create information brochures and invitations that are inclusive and welcoming.	Improved customer service to clients and all stakeholders.	All	Ongoing	Improved communication of inclusivity and welcoming environment.	Med	Ongoing and continually improving.
	C, S	Forms for public use not accessible on website, (e.g., Complaint Form)	Work with web team to ensure forms are downloadable	Senior Manager Communications	With updated Website	Increase in number of downloads	Med	In progress

Domain	Who	Barrier	Action Plan	Person responsible	Target Date	Measure of Success	Priority	Status
	C	Increase availability for sign language or other languages	Update and keep current a list of employees who speak other languages. Sign language interpreter available.	Director of Client Services	Annual Survey/update	List is available at front reception and with all clinical directors	High	Ongoing
	C	Inconsistent safety standards across transportation consortium.	Advocate and plan with consortium to provide in-service trainings on tie downs, etc., surprise spot checks, create safety checklist tool, determine and prescribe best practices.	School Authority, Seating and Mobility, PT	Annual spot check and education	Success rate (number of violations) dropped from 60% to <= 10%.	High	Ongoing
Transportation	S	Promote various accessibility services provided by JMCC	Make public aware of the services provided by JMCC	Senior Manager Communications	Ongoing	Improved public awareness	Med	Ongoing
Community	C	Clients transferring to school may meet barriers to effective functioning	Clients transferring to schools all have plans with equipment recommendations for function and or accessibility	Client Services Team	Ongoing	Clients have plans when starting school.	Med	Ongoing

Approved by: Elaine Whitmore  
 Date Approved: Nov. 4/14  
 Reconfirmed: \_\_\_\_\_  
 Revised: Aug 2017

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