

John McGivney Children's Centre	Complementary Document
ACCESSIBILITY PLAN 2013-2016	

(See Accessibility Standards for Customer Service B-P 1-490)

The John McGivney Children's Centre provides services and conducts business in a manner that reflects the key principles of independence, dignity, integration and equality of opportunity.

The Accessibility for Ontarians with Disabilities Act (AODA) is a law that was passed by the Ontario legislature in 2005, with the goal of achieving accessibility for Ontarians with disabilities by 2025.

In keeping with the AODA legislation, JMCC has developed a multi-year Accessibility Plan 2013 – 2016 that describes how JMCC will identify, remove and prevent barriers in the areas of architecture, environment, attitudes, finances, employment, communication, transportation, community, and integration. These barriers apply to people who work and receive services at the Centre, including clients, caregivers, employees, students and volunteers, as well as visitors to JMCC.

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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, S	Seating in Family Waiting Room was not well designed for families and others with disabilities	Replace seating with ergonomically designed seating	Facility Manager	ASAP	Installation of new seating	High	Complete
	C, E, S	Sidewalk depression - parking lots	cement shifts with weather so maximize visibility for pedestrians by contrast painting with Day-Glo	Facility Manager	ASAP	No trips or falls in parking lots due to uneven surface.	High	Ongoing, application for grant in process to improve asphalt transitions to concrete
	C, E, S	"Lip" on front door entrance.	Smooth lip with graduated surface	Facility Manager	June 2013	Completion of upgrade project	High	Complete
Environment	C, E, S	Participants in meetings not able to adjust brightness in room when using Smart Board.	Install dimmable pot lights	Facility Manager	ASAP	Installation and use of dimmable lights.	Med	Complete
	C, E, S	Review of door accessibility and automatic door operators	Ensure public doors are accessible for wheelchair or scooter with operators	Facility Manager	Ongoing Daily	Doors operable during business hours.	High	Ongoing, operator installed 2nd floor OT/Speech work area

Domain	Who	Barrier	Action Plan	Person responsible	Target Date	Measure of Success	Priority	Status
	C, E, S	Increase visibility and use of buttons in elevators. Elevators already had braille numbering, adjusted height of the buttons and installed phone for communication.	Elevator upgrade with new lighting	Facility Manager	November 2013	Completion of upgrade project	Low	Complete
	C, E, S	Depression at front entrance and several areas of our parking lots, especially where it changes from cement to asphalt, causing dangerous water ponding and icing.	Repair roadway depression to remove hazard for slips and falls	Facility Manager		Corrected surface	High	Waiting for results of grant application to make improvements to existing parking lots and walkways
	C, E, S	Remove environmental barriers that impede service delivery	Signage indicating that the facility is scent-free. Environmental Checklist will identify and assist with any unsafe environments at community work sites. If no resolution can be made, alternative work sites need to be located.	Facility Manager All Home and Community Care	January 1, 2014. Ongoing	Signage posted at all entries. Environmental Checklist developed and used in every community location, and filed in client file.	High Med	Complete Complete
Attitudes	E	Limited employee knowledge of their obligations under AODA	Improve employee knowledge and understanding of the implications. Make aware of online training course for employees.	Management Team	January 1, 2014	Becoming fully compliant with Customer Service Standard. Provide link to online training on AP.	Med	Workshop on AODA compliance offered by WSPS hosted by JMCC July 16/14

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	E	Limited employee knowledge of their obligations under AODA	Ensure AODA training is part of orientation package for new employees	Administrative Assistant-Support Services	January 1, 2014	All new employees will have AODA training and testing completed and checked on orientation checklist	High	Complete
	C	To increase community awareness of people with disabilities and their abilities.	Hold Grand Opening for community to view the new facility on April 10, 2010. Community partners, the community as a whole, retirees, employees, clients and families invited to celebration of John McGivney's 90 th birthday on Sept 29, 2013 (500+ attended).	Development Department	At the time	Community education and publicity. Open house held at JMCC to highlight the abilities (Sept 29, 2013)	Med	Complete
	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.	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. We don't want to serve only the most severe clients.	Assist with advocating for increased funding when possible.	All clinicians	Ongoing	Families are successfully receiving grants and funding that they apply for.	High	Ongoing
	E	JMCC faces a lack of funding to provide or attend any training in this area.	Knowledge Transfer Committee to brainstorm on effective methods to share knowledge.	KTC	Ongoing	Learning Log being utilized.	Low	Complete

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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> <p>After making the job offer we ask, "Is there anything you need to be able to do your job?"</p>	HR Advisor	Ongoing	Persons with disabilities are accommodated and supported throughout the recruitment, selection and hiring process and when they are seeking advancement opportunities	High	Complete
	C	Clients continue to struggle to find employment if they are of age.	ABA consultants trained in how to advocate for job seekers and job seeking skills training so that clients are prepared.	ABA	Ongoing	Training sessions with clients held	Medium	Ongoing
Communication	C, S	Accessibility of online information	Increase amount and type of information available online to allow online users (stakeholders) easier access	Finance Officer	Ongoing	Number of users	High	
	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.

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	C, S	Forms for public use not accessible on website, (e.g., Complaint Form)	Work with web team to ensure forms are downloadable	Executive Assistant	ASAP	Increase in number of downloads	Med	Ongoing
	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	Survey completed August 2014	List is available at front reception and with all clinical directors	High	Complete
	C	Client/Family Handout describing programs, services, rights and responsibilities, etc.	Client Orientation Booklet with standardized language level to be no higher than grade 6 level. Increased size of font for easier reading	Client Services Team	January 2014	Materials drafted comply to reading level	High	Complete
	C	Notify clients that documents required under the customer service standard are available upon request.	Review and develop communication, signage and processes for compliance. Review Orientation Booklet for compliance.		March 2015			
	C, S	When giving documents required under the standard to a person with a disability, provide the information in a format that takes into account the person's disability.	Review and develop communication, signage and processes for compliance. Review Orientation Booklet for compliance.		March 2015			
Transportation	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	February 2013	Success rate (number of violations) dropped from 60% to <= 10%.	High	Complete

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	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	Inconsistent safety standards across transportation consortium.	Collaborate with JMCCSA, bus consortium and local school boards to improve safe practice/ confirm client specific recommendations for use on buses.	JMCCSA, JMCC, WEDSB, Transportation Consortium	ASAP	All safety standards met.	High	Complete
	C	Impose safety standards for any transportation.	Seating clinic developed RX as part of AX and given to families at dispense appt	Seating Clinic	ASAP	Checklist and RX developed and utilized.	High	Complete
	C, S	Resources needed for families to assist with distance travel, unique needs re: post op in casts etc.	Tab on JMCC website that contains all the resources that a family can refer to assist with transportation needs.	Transportation Committee	Ongoing	Tab developed	Med	Complete
Community	S	Promote various accessibility services provided by JMCC	Make public aware of the services provided by JMCC	Development Department	Ongoing	Improved public awareness	Med	Ongoing
	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
Integration	C, S	Provide accessible formats and communications supports as quickly as possible and at no additional cost when requested	Develop a process for employees to follow if a request for an accessible format is requested. Ensure reception employees are aware of feedback process.	Client Services Team	Complete	Policy and procedure on requesting accommodations finalized. Training provided to receptionists.	Med	Complete
Other	N/A	Ensure completion of AODA Self-Certified Accessibility Report	Check all services meet AODA requirements	Decision Support Analyst	December , 2012 and 2013	All P&P meet AODA standards.	High	Complete

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	E	Employees not fully utilizing the accessibility features available in MS Office or other software used by JMCC to create various types of documents, presentation materials, etc.	Provide employees with technical training regarding accessibility features of soft wares	Finance Officer	Ongoing	Accessibility features utilized by all employees	Low	Admin Services received training on Excel and Word in 2012. Training budget slashed in 2013. Ongoing as resources permit.
	E	"Accessibility" criteria and features are part of procuring goods or services.	Must incorporate "Accessibility" criteria and features when procuring goods or services	Finance Officer	Ongoing	Accessibility features evident in all goods and services (labels, symbols)	High	In progress
	E	Ensure employees stay safe in an emergency	Provide employees with individualized emergency response information when necessary	Facility Manager	Ongoing	Individualized response information distributed (under phones and on badges)	High	Complete
	S	Ensure visitors and group participants can be safely evacuated in an emergency	Ask visitors, especially groups in meetings/workshops, if anyone requires assistance with emergency evacuation and make this part of preparation list.	Administrative Assistant-Support Services	ASAP	Item placed on preparation list.	High	Complete

Approved by: Elaine Whitmore
 Date Approved: Nov. 4/14
 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