

Accessibility Plan (2022-2027)

Aim

This plan describes the measures that Niagara Children's Centre will take to identify, remove and prevent barriers, including but not limited to people with disabilities, who work in or use the Centre, including clients, and their family members, staff, volunteers and members of the community. The accessibility plan addresses architectural, environmental, attitudinal, financial, employment, communication, technological, transportation and community integration barriers that may be experienced.

The 2022-2027 Accessibility Plan details accessibility issues which need to be addressed, outlines the communication plan for disseminating the plan and summarizes the next steps to be followed in furthering our accessibility planning.

Niagara Children's Centre Commitments

Niagara Children's Centre is committed to:

- Monitoring and improving accessibility of Centre facilities and services for clients and their families, employees, volunteers and visitors.
- Responding to feedback provided by persons with disabilities, addressing these concerns and reflecting the solutions in our accessibility plans;

Objectives

This plan:

- describes the process by which Niagara Children's Centre identifies potential barriers within the facility.
- Identifies changes implemented by the Centre
- describes the measures Niagara Children's Centre will take in the next three years to identify, remove and prevent barriers, including but not limited to people with disabilities.
- describes how Niagara Children's Centre will make this accessibility plan available to the public.

Responsibility

The Senior Management Team is responsible for developing and monitoring accessibility within the Centre.

The Team:

1. Identifies barriers that will be removed or prevented in the coming years, incorporating input from employees, persons served and community.
2. Reviews and list policies and programs, practices and services that cause or may cause barriers including but not limited to people with disabilities.
3. Describes how these barriers will be removed or prevented in the coming year(s).
4. Prepares a plan and activities and makes the plan available to the public.

The Senior Management team consists of:

Oksana Fisher	Chief Executive Officer
Tammy Davey-Wiebe	Director, Corporate Services and Finance (Accessibility Lead)
Kathy Bell	Director, Clinical Services
Kristen Bell	Director, Human Resources
Marla Smith	Director, Development

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Barrier Identification Process

Process	Description	Status
Sr. Leadership Team	The Sr. Management Team will review previous plans and will identify any additional barriers.	Annual
Employees	Employees may identify barriers at staff meetings or 1:1 meetings with their manager. (linked with AODA training)	
Employee Survey	The Workplace Engagement Survey (or equivalent) provides an opportunity for employees to identify accessibility issues that impact employees.	Every 2 years
Consultation with Clients/Families	Feedback about barriers may be identified through open questions in the Client Satisfaction Questionnaire (CSQ); Measures of Processes of Care (MPOC); or through specific questions asked in Supplementary Survey Questions. The Family Advisory Network may also provide input.	Annually (CSQ) MPOC (2 years) Supplementary Survey Questions (Adhoc)
Input from Clients/Families; other stakeholders;	Stakeholders may identify accessibility issues through the Centre's Complaint Process and Accessible Customer Service complaint process	Ongoing
Joint Health and Safety Committee	Accessibility issues impacting employees, clients or visitors may be identified by: <ul style="list-style-type: none"> • Workplace inspections conducted by the JHSC • Workplace inspections conducted by management • Analysis of Incident/Accident reporting 	Monthly Monthly Quarterly
Sr. Leadership/ Clinical leadership	Accessibility issues impacting clients or visitors may be identified by: <ul style="list-style-type: none"> • Analysis of client Incident/Accident reporting • Analysis of complaints • Analysis of surveys 	Quarterly Quarterly Annual
Consultants	Space/ facility design consultants or architects may identify some accessibility barriers.	Adhoc

Barriers that were addressed arising from the 2018-2021 Plan and Review

- Introduced virtual care during the pandemic. This continues to be a model of service delivery, and available to address access barriers.
- Increased the number of dedicated parking spaces for drop off of Centre School children
- Leased three new satellite locations (Grimsby, Welland and Fort Erie). Addressing geographic barriers, architectural barriers and environmental barriers)
- Fire alarm with visual strobe
- New website, compliant with AODA standards

The grid that follows identifies barriers that have been identified plans that will be reviewed in 2018-21. The plan will be reviewed on an annual basis.

Accessibility Improvement Plan

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Type	Improvement Identified	Timeline	Comments
Architectural			
	Adapt 1 public washroom to have an adult change table to accommodate larger children/youth/ adults	Ongoing interim accommodation	Existing washrooms do not have adequate space to accommodate requirements for table and turning radius. Interim strategy- Use of change room and washroom in pool area, or Centre School
		Long-term accommodation	Incorporate into space/ facility renovation plans
Environmental	Signage- Improve navigational signage. Incorporate symbols and braille into selected signs	2023-2024	
Communication/ Technological	Ensure that communication posted on website, inclusive of PDF documents are in accessible formats	Ongoing	Ongoing
	Use of closed captioning during employee zoom meetings	2023	
Policies	Change the Centre's Attendance and Discharge Policy	October 2023	

Communication Plan

The Centre's Accessibility plan will be posted on the Centre's website. On request, the plan can be provided in alternative formats at no additional cost to a person with a disability.

Any concerns about the Centre's accessibility can be addressed through the Centre's Complaints Process <https://www.niagarachildrenscentre.com/policies-procedures#accordion-24-3>

Or by contacting
 Kathy Bell, Director of Clinical Services,
 Email: Kathy.bell@niagarachildrenscentre.com
 905 688 1890 x200