

Multi-Year Accessibility Plan (AODA)

Message from the CEO

At the Jean Tweed Centre, in collaboration, we provide innovative, accessible and effective services to women and their families who experience substance use, mental health and/or gambling concerns.

Jean Tweed Centre's leadership is committed to accessibility for all Ontarians. Over the past year we have enhanced accessibility at our head office become Rick Hansen Foundation Accessibility Certified at this site. We are supporting a City of Toronto Accessibility project at our Cumberland House, which will ensure our women's residential site is accessible to guests, staff and clients. We have included accessibility upgrades to the pre-development plans at our Palmerston site.

Introduction

The Jean Tweed Centre was established in 1983 and named to honour Jean Shannon Tweed – a pioneer in advancing the cause of women-specific programming and someone who saw the need for a safe and supportive environment for women to address substance use issues.

The Centre offers a wide range of services including residential and day programming, out-patient programming including family and trauma counselling, individualized counselling and continuing care. Outreach services are available for pregnant and parenting women as well as women who have substance use, mental health and gambling concerns and involvement in the criminal justice system. In keeping with our focus on women, parenting and children, the Centre also offers a fully licensed therapeutic child development centre on site.

We have prioritized diversity, equity and inclusion in the current strategic plan and accessibility for all women and their families is critical to our work.

The **Jean Tweed Centre** strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The **Jean Tweed Centre** is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

The **Jean Tweed Centre** has completed the following accessibility initiatives.

Customer Service

Update and continue to deliver education/training to staff and volunteers regarding customer service of individuals with disabilities, including initial orientation upon hire.

Make improvements to accessibility based on results of client satisfaction surveys.

Information and Communications

Ensure adherence to agency style guide for publications and promotional material.

Explore opportunities to make investments in equipment to improve access to service for individuals with hearing impairment.

Employment

Continue to include a statement in all staff and volunteer recruitment/postings confirming commitment to accommodation of applicants with a disability.

Continue to make new hires aware on orientation of the agency's commitment to accommodating employees with disabilities and development of an Accommodation Plan.

Training

Provide Access Forward training for Customer Service.

Design of Public Spaces

Consider AODA requirements in the selection and design of any new office and program space.

Identify and complete needed accessibility improvements to existing offices.

Section 2. Strategies and Actions

Customer Service

The **Jean Tweed Centre** is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.



JTC will continue to:

Update and continue to deliver education/training to staff and volunteers regarding customer service of individuals with disabilities, including initial orientation upon hire. To be completed from 2021-2024.

Make improvements to accessibility based on results of client satisfaction surveys. To be completed from 2021-2024.

Information and Communications

The **Jean Tweed Centre** is committed to making our information and communications accessible to people with disabilities.

JTC will continue to:

Ensure adherence to agency style guide for the new website. To be completed from 2021.

Explore opportunities to make investments in equipment to improve access to service for individuals with hearing impairment. To be completed from 2022.

Employment

The **Jean Tweed Centre** is committed to fair and accessible employment practices.

JTC will continue to:

Continue to include a statement in all staff and volunteer recruitment/postings confirming commitment to accommodation of applicants with a disability. To be completed from 2021-2024.

Continue to make new hires aware on orientation of the agency's commitment to accommodating employees with disabilities and development of an Accommodation Plan. To be completed from 2021-2024.

Training

The **Jean Tweed Centre** is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

JTC will continue to:

Provide Access Forward training for Customer Service, Employment and General Requirement Standards. To be completed 2021-2024.

Design of Public Spaces

The **Jean Tweed Centre** will meet accessibility laws when building or making major changes to public spaces.

JTC will continue to:

Consider AODA requirements in the selection and design of any new office and program space. To be completed 2021-2024.

The **Jean Tweed Centre** will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Other

The **Jean Tweed Centre** will strive for the Rick Hanson Gold Accreditation. To be completed 2024.

For More Information

For more information on this accessibility plan, please contact Virginia Benson at 416-255-7359 ext. 241 or at virginiabenson@jeantweed.com. Our accessibility plan is publicly posted at www.jeantweed.com. Standard and accessible formats of this document are free on request from Virginia Benson.