



Accessibility Plan Report

Prepared By: Family Transition Place
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Introduction

Family Transition Place (FTP) is committed to ensuring accessibility for all individuals accessing our services, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). This report outlines the actions taken, feedback mechanisms, and ongoing strategies for identifying and addressing barriers to accessibility.

Background

- **Accessibility Audit History:** Accessibility audits were conducted by the IDEA Committee until 2022. In late 2022, the IDEA Committee and the DEIB Strategy Committee merged to streamline efforts. Accessibility audits are now embedded in the DEIB Strategy Committee's Terms of Reference.
 - **Annual Review Process:** The Leadership and DEIB Strategy Committee conducts annual building walkthroughs each fall to identify and assess potential accessibility issues. Client and staff survey feedback is reviewed to ensure a comprehensive understanding of accessibility factors. The updated Accessibility Audit Plan is documented in an Excel spreadsheet, which tracks barriers, actions, responsibilities, and outcomes.
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Feedback Mechanisms

Client Surveys

- **Added Accessibility-Specific Questions:** Highlight key areas such as: Environment, Buildings, Transportation, Finances, Information, Communication and Attitude accessibility.
- **Open-Ended Questions:** Capture additional insights by asking, "Were there any challenges or barriers to your service at FTP?"
- **Annual Review:** Feedback is compiled by HR & Quality Assurance and shared with the DEIB Strategy Committee and department Supervisors/Directors.
- **Results:** 94% of 1021 client surveys indicated that services were offered in a way that met their needs.

Staff Surveys

- **Revised Through a DEIB Lens:** Questions were updated to ensure accessibility and inclusiveness, with focus areas on: Individual Needs, Team Dynamics, FTP Spaces & Service Delivery and Leadership & Community.
- **Feedback Analysis:** Collected by HR and Quality Assurance, shared with the Executive Director, and broken down by department for actionable follow-up.

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Client Walk-through

- Engaged with a client with a disability to gather valuable insights and firsthand feedback on the accessibility features of our shelter unit. This included discussing their experiences, identifying potential barriers they encountered, and understanding their specific needs to ensure the space is as inclusive and accommodating as possible.
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Trends and Key Learnings

The organization conducts a regular, formal accessibility assessment that identifies, mitigates, prevents, and removes (where possible) accessibility barriers for all stakeholders. Key trends and learnings derived from this process include:

- **High Client Satisfaction with Accessibility:** The majority of clients, as reflected in survey responses, consistently report that services are meeting their needs. This indicates the effectiveness of current measures but also highlights areas to sustain and monitor.
 - **Emerging Barriers in Service Delivery:** Feedback reveals trends such as challenges with transportation and environmental factors (e.g., air quality, noise levels). These trends inform targeted actions like funding applications for transportation solutions and the installation of HEPA filters.
 - **Increasing Demand for Digital Accessibility:** The introduction of tablets and virtual meeting capabilities for clients has shown a growing preference for hybrid service models. Continuous investment in technology and information solutions remains a priority.
 - **Need for Enhanced Awareness and Training:** Staff surveys indicate a need for ongoing DEIB and accessibility training to better understand and address client needs. Initiatives like the "Run to the Monster Inclusion Challenge" have been well-received and highlight the importance of such programs.
 - **Demographic Insights for Tailored Services:** Optional demographic questions in surveys have provided valuable data, enabling the customization of services to better serve diverse client groups, including newcomers and those with disabilities.
 - **Operational Improvements:** Trends such as the effectiveness of ergonomic furniture, second light sources in counseling rooms, and adjustable desks have been identified. These insights inform ongoing adjustments and investments to enhance physical spaces.
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Key Initiatives and Changes

Building and Services

- Accessible washrooms available at reception and garden levels.
- Phones installed in every unit for accessibility.
- Accessible laundry facilities provided in designated units.
- Automatic front door opener replaced.

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- Accessible counselling rooms and main-floor meeting spaces.
- Purchased accessible furniture and adjustable desks for offices.
- Second source of light added to each counselling room.
- HEPA filters installed with quarterly HVAC maintenance.

Transportation

- Pre-purchased Shelburne Transporter trips using R&R funding.
- Orangeville Transit made free for clients.
- Gas gift cards solicited for client use.
- Increased staff flexibility to meet clients where they are.

Information and Communication

- Introduced paper, digital, read-aloud, and text-to-speech formats.
- BambooHR implemented for accessible internal communication and demographic tracking.
- Added accessibility questions to client/program surveys.
- Job postings updated to include accommodations for hiring and clear physical/cognitive demands.

Staff Training and Engagement

- Launched the Run to the Monster Inclusion Challenge Training covering DEIB topics.
- Partnered with Brave Canoe for Indigenous education initiatives.
- Conducted DEIB workshops with the Dufferin Board of Trade.
- Promoted monthly cultural calendar acknowledgments.

Policy and Strategy

- Hybrid Work Policy updated to ensure service delivery.
- Domestic Violence Accommodation Policy introduced.
- Multi-year DEIB strategy plan created with SMART goals.

Outcome Measures

- Increased client satisfaction with accessibility, as indicated by a 94% positive response rate in client surveys.
- Enhanced staff confidence in providing accessible services, supported by feedback from training programs.
- Improved organizational transparency through published accessibility standards and plans on the FTP website.

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Immediate Next Steps

1. **Conduct Accessibility Walkthrough:** Leadership and DEIB Strategy Committee to complete building audit.
2. **Client and Staff Survey Analysis:** Share collected 2024 survey feedback with relevant departments over the year.
3. **Accessibility Audit Update:** Revise the Accessibility Audit Plan based on new findings.
4. **Grant Application Follow-Up:** Monitor the status of grants for audit recommendations and renovations.
5. **Promote Awareness:** Increase visibility of accessibility initiatives through staff training and communication.

Reference Documents

1. IDEA Committee Terms of Reference
2. DEIB Strategy Committee Terms of Reference
3. Client Survey Comments (2024)
4. Internal Accessibility Audits (2024)
5. AODA Standards Work Plan (2024)
6. Staff Survey (2024)

FTP remains dedicated to providing accessible services and maintaining compliance with AODA. Our ongoing efforts reflect our commitment to fostering an inclusive and barrier-free environment for all stakeholders.

For more information, please visit our Accessibility Standards page:

<https://familytransitionplace.ca/accessibility/>.