

About FIREFLY

As a multi-service, non-profit organization providing a wide range of services for children, youth and families in communities across Northwestern Ontario. We are dedicated to supporting and strengthening the health and well-being of families, children and youth through emotional, physical, developmental and community services.

FIREFLY's Values

FIREFLY has 5 values that play a key role in informing our efforts to increase and maintain accessibility. They are:



Heart: this value is about how we do our work; with heart, dedication and with good reason. It's how we approach our work – with empathy, caring, respect and sensitivity.



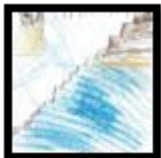
Reaching Beyond: we are future-focused, driven by what is possible, and gracefully navigate change for the better.



Empowerment: we believe in everyone's strength and capacity and we support their development in the work we do. We cheer and praise, build confidence and celebrate the strengths of our clients.



Sharing & Playing Together: relationships are the foundation of everything we do. We believe in joining, connecting and collaborating.



Accountability: we are dependable and take responsibility for our work, our interactions, our relationships and our results.

About this Plan

To ensure compliance with the *Ontarians with Disabilities Act*, this plan:

- Describes the process by which FIREFLY identifies, prevents, and removes barriers for people with disabilities;
- Reviews earlier efforts at FIREFLY to remove and prevent barriers to people with disabilities;
- Lists FIREFLY policies that are being implemented and regularly reviewed;
- Describes procedures for clients with disability accommodations;
- Describes how FIREFLY makes this accessibility plan available to the public; and,
- Describes how FIREFLY is addressing attitudinal barriers at all sites.

Existing FIREFLY Policies and Procedures Supporting Accessibility

ADM 01 - Accessibility	Policy
ADM 04 – Diversity	Policy
ADM 32 – French Language Services	Policy
HR 57 – Diversity, Equity, and Inclusion	Policy
HR 13 – Employment Equity	Policy
HR 18 – Harassment (Including Workplace Harassment)	Policy

Ways in Which FIREFLY is Committed to Service Excellence for All People

Assistive Devices

FIREFLY will ensure that staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Communication

FIREFLY will communicate with people with disabilities in ways that consider their disability.

Service Animals

FIREFLY welcomes people with disabilities and their service animals.

Support Persons

FIREFLY welcomes people with disabilities and their support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, FIREFLY will notify clients promptly using a variety of strategies. This notice will be clearly posted and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the entry to all FIREFLY offices in the communities we serve and will be posted on our social media sites.

Training

FIREFLY provides training to all employees and volunteers. The training is part of our staff orientation program and includes the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing FIREFLY services.

Staff/volunteers will receive further training should changes be made to this plan.

Feedback Process

Clients who wish to provide feedback on the way FIREFLY provides services to people with disabilities can complete the Accessible Services for Persons with Disabilities Feedback form located on the Agency website: www.fireflynw.ca or contact:

Karen Ingebrigtson
Chief Executive Officer
807-938-7359

Clients can expect to hear back within 5 working days of submitting their feedback or complaint.

Policy Modifications

Any policy of FIREFLY that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Maintenance of Accessible Elements in Public Spaces

If there is an accessible element of a public space that FIREFLY is required to maintain, the office that is required to maintain that element will keep the element in good working order. If an accessible element of Accessibility Standard (Ontario) of a public space that FIREFLY maintains becomes unavailable due to preventative or emergency maintenance, an alternative access plan will be drawn up that considers accessibility and posted in an area accessible to the public.

Recent Barrier Removal Initiatives

During the last several years, there have been several initiatives at FIREFLY to identify, remove and prevent barriers to people with disabilities. Accessibility issues are normally addressed during other maintenance projects for maximum efficiency and cost savings due to our funding model.

Accessibility has been facilitated with the inclusion of automatic door openers on major FIREFLY doorways, elevators in all offices with multiple stories, ramps for all main access points, access to universal washrooms and audio and visual emergency alarm systems.

Attitudinal barriers for people with disabilities are being addressed through staff training about diversity, rewriting diversity policy/procedures, and examining other policies and procedures for barriers to accessibility.

The design of new FIREFLY spaces has features that incorporate principles of universal design as much as possible and renovations to existing buildings have accessibility for people with disabilities automatically addressed in the plans.

FIREFLY communicates in a variety of formats to provide options for clients to access information in a way that meets their needs.

Specific Projects Completed in 2019-2023

- HR 57 – Diversity, Equity, and Inclusion

- Development of a Diversity, Equity, and Inclusion committee and framework.
- Reviewed all FIREFLY Bylaws for accessibility support from legal consultation.
- Where possible, changed bathrooms to gender-neutral in all locations with accessible signage.
- Moved from a partially accessible office space into a fully accessible office space in Sioux Lookout in 2019.
- Culturally safe space (Roundhouse) added, physically accessible with low threshold access and automatic door.

Projects to be Completed in 2023-2028

- Development of an accessibility audit
- Cameron Bay renovation:
 - Create barrier-free and two universally accessible washrooms.
 - Create accessible parking.
 - Accessible reception area to accommodate all disabilities.
 - Automatic doors.
 - Low threshold access points (doorways).
 - Ceiling lifts.
 - Accessible seating.
 - Accessible signage and wayfinding.
 - Evacuation plans for people with disabilities.

For More Information

For more information on this accessibility plan, please contact:

Karen Ingebrigtsen
 Chief Executive Officer
 807-938-7359

Our accessibility plan is publicly posted at www.fireflynw.ca

Standard and accessible format of this document is free on request by calling 1-800-465-7203.