



# Accessibility, Diversity & Inclusion Policy

## Policy

The Centre for Child Development believes in a low-to-no barrier access for all persons served, their families and caregivers, and all who work for The Centre.

The Centre, in the spirit of celebrating difference and welcoming all who are served and provide service, endeavors to provide a space<sup>1</sup>

- That persons with disabilities can access and move freely through the physical or architectural design of the building<sup>2</sup>
- Where persons of all genders and sexual orientations feel safe and welcome
- Where the culture and heritage of Indigenous people are respected and honoured, in accordance with the Truth and Reconciliation Commission of Canada's Calls to Action<sup>3</sup> and BC's Recognition & Reconciliation Protocol on First Nations Children, Youth and Families.<sup>4</sup>
- In which all persons of all races, nationalities, religions, and ethnicity, are treated with cultural humility and understanding
- Where all persons are treated equitably, meaning with the greatest fairness in recognition of social disparity, economic status, and other barriers to access that may exist and need to be overcome
- Where each person's unique experiences and differences are valued

The staff and leadership of The Centre for Child Development know that we are all richer when all who enter are valued and are able to participate to the extent that they are able through the practice of conscious inclusivity, cultural sensitivity, and equitable access.

## Procedures

The Centre will ensure that staff are provided awareness tools and educational opportunities to support the policy of social and physical inclusion of all persons. Through a philosophy of life-long learning, staff will understand the need to continually update their knowledge and skills towards creating an environment of cultural safety and providing service with cultural humility.

1. The Centre will continue to review the structure of The Centre and its satellite sites to ensure buildings are accessible, have adaptive spaces for services, and where necessary tools to provide assistance to those whose disabilities may not be readily visible.

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<sup>1</sup> [http://www.bclaws.ca/Recon/document/ID/freeside/00\\_96210\\_01](http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01)

<sup>2</sup> <https://www2.gov.bc.ca/gov/content/industry/construction-industry/building-codes-standards/accessibility>

<sup>3</sup> [http://trc.ca/assets/pdf/Calls\\_to\\_Action\\_English2.pdf](http://trc.ca/assets/pdf/Calls_to_Action_English2.pdf)

<sup>4</sup> [http://www.llbc.leg.bc.ca/public/pubdocs/bcdocs/455619/recognition\\_reconciliation\\_protocol.pdf](http://www.llbc.leg.bc.ca/public/pubdocs/bcdocs/455619/recognition_reconciliation_protocol.pdf)

The Centre will ensure that any new structure or major renovation will have the most up-to-date accessibility features to facilitate the ease of entry and mobility for all those with disabilities.

2. The Centre will continue to review its policies and ensure that all genders and sexualities are recognized in Centre literature, forms and guides. Queer competency training will be provided periodically.
3. As per the Calls to Action, programs that include Indigenous children and families will acknowledge the historic and ongoing context that has created barriers for Indigenous people. The Centre will work with Indigenous stakeholders, including Indigenous Elders and community agencies, to ensure programs are delivered with greatest respect for Indigenous heritage.

The statement, "Nothing about us, without us," will guide The Centre's work to accommodate Indigenous families.

4. Cultural humility is a practice of reflection to understand how one's words and practices may impede the development of mutual trust between staff and persons of all races, religions, beliefs, nationalities and languages.

The Centre will provide persons served and their caregivers with translation services when needed.

The Centre and staff will accommodate religious holidays and practices insofar as possible when providing services.

5. Every person is unique as is their ability to participate fully socially and economically. The Centre, in the spirit of fairness, will treat all persons equitably, meaning that some may need to be treated differently to help them overcome the disparity of their circumstances. The outcome is the health and well-being of persons served by the Centre.
6. The Centre recognizes that a diversity of human experiences, perspectives, and identities greatly enhances the opportunity to grow, learn, and continually improve as a community of care. The Centre fosters a diverse and inclusive staff in all aspects of the organizational structure and service delivery.

The Centre also fosters the ongoing engagement of persons served and their families to elicit their suggestions, recommendations, comments and thoughts on how The Centre's services can meet their needs and exceed their expectations.

The Centre will ensure that all persons served and their caregivers and families can expect to enter a safe space free of discrimination or harassment, that any complaint will be taken seriously and acted upon as per The Centre's Complaint Policy, and that insofar as possible, any barriers identified will be acted upon to ensure a low-to-no barrier access for all.