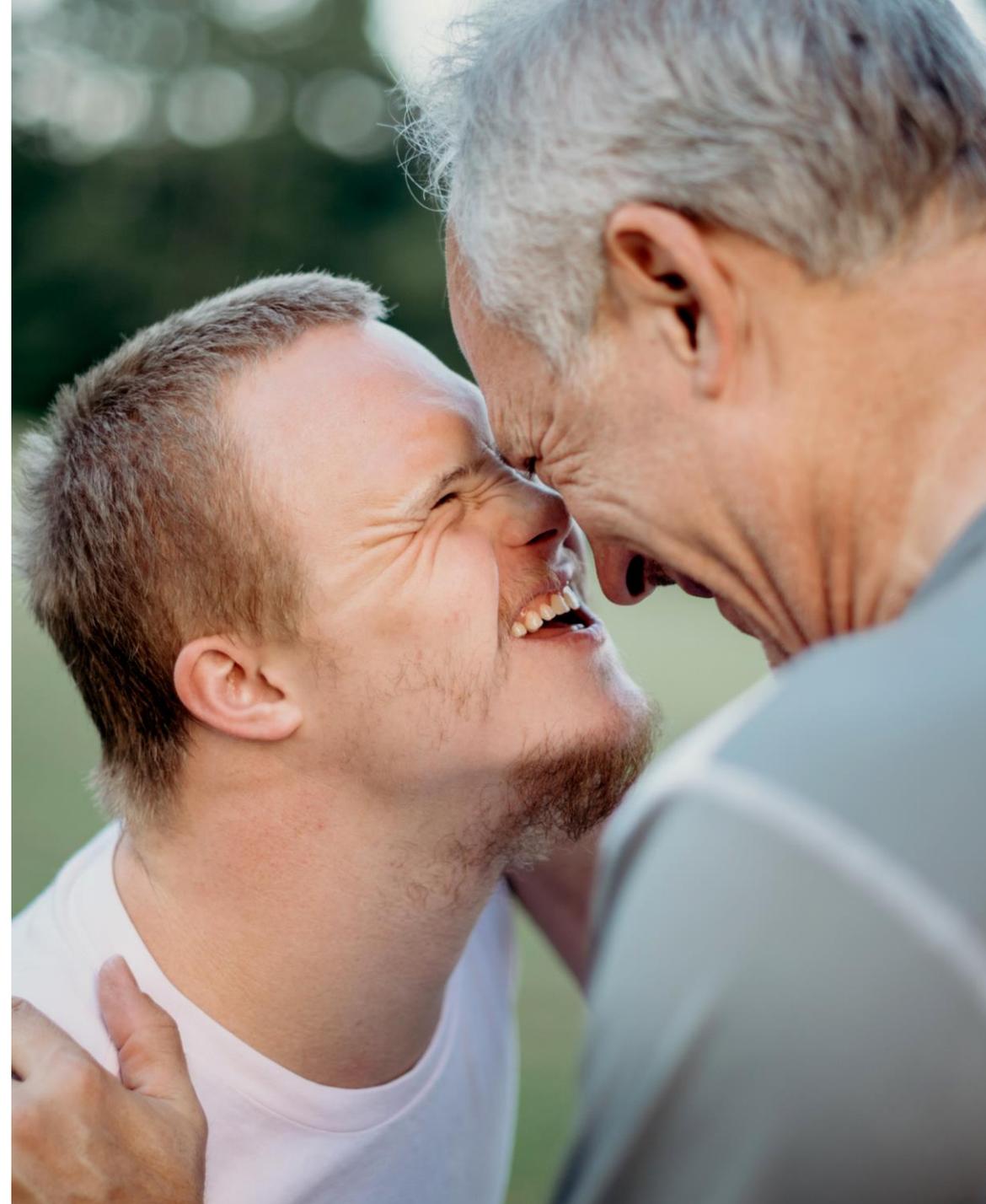




Creating Accessible and Inclusive  
Communities:  
An Abilities Centre Model





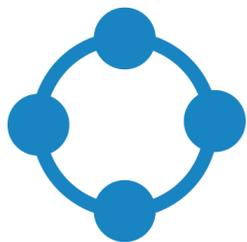
Charitable organization committed to enhancing quality of life, social inclusion and health & well-being for people of all ages, abilities and backgrounds



Replicable environment of social inclusion encourages people of all abilities to engage in meaningful participation



Development of programs and services for diverse populations with varied needs through the lenses of inclusion and accessibility



Centre-based programs are launch-off point for regional, provincial and national delivery



Community hub, research lab and inclusion incubator



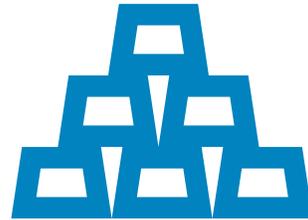
Research based organization, we partner with colleges, universities, foundations and business to develop innovative programs based on our unique approach

# The Challenge

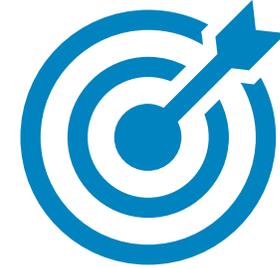
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Accessibility and inclusion viewed as a destination or checkbox exercise



Organizational strategies and strategic plans lack accessibility and inclusion



Inconsistent application and interpretation of accessibility and inclusion

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There is a need to embed accessibility and inclusion at every level to influence cultural change, where values are lived through action



Partners and advocates working in silos

## Transactional to Transformational Change

**Initial focus was to support the individual to adapt the community...**

**...Renewed focus is to change the community to adapt to the individual**

## Objectives

- Support businesses to embed accessibility and inclusion strategies across the whole organization
- Support organizations to develop employment strategies for hiring and retaining a diverse workforce that includes persons with a disability
- Challenge organizational systems and processes that do not promote accessibility and inclusion
- Support organizations to set up systems, programs and services that allow for full and meaningful participation of individuals with disabilities from the beginning and not as an afterthought

## A System- integrated approach to accessibility and inclusion

- Assessment supports strategic approach to inclusion & accessibility
- Identified areas of focus
- Formal inclusion strategies embedded within existing infrastructure
- Capacity enhanced through provincial and federal partnership networks
- Sustainable initiatives and partner exit strategies
- Clear identification and rationale for areas of investment

## IMPACT

1. More confident to engage / consult with persons with disabilities in strategic decision making
2. More competent/ effective in leveraging consumer spending from persons with disabilities and employing persons with disabilities
3. Improve their understanding in how to enable active participation of persons with disabilities
4. Understand and comply with accessibility legislation (federal / provincial)
5. Support labour market integration for persons with disabilities
6. **Value** accessibility and inclusion, and the return on investment

# LEAD Canada Themes

## Organizational Management Themes:

- Leadership
- Structure/Governance
- Strategy

## Organizational Resources Themes:

- Financial
- People
- Supplier and Partnership Management

## Organizational Delivery Themes:

- Program and Service
- Communication and Marketing
- Facility and Technology

## Continuous Improvement

- Community
- Customers
- Staff
- Wider Society

## Supplier and Partnership Management

The organization proactively seeks and establishes partnerships to help achieve strategic accessibility and inclusion outcomes and related value for revenue generation. The disability community and organizations which represent and serve them become key partners in the process.

### Theme Indicators:

We leverage our influence on our suppliers, vendors and partners to adopt accessibility and inclusion policies and practices.

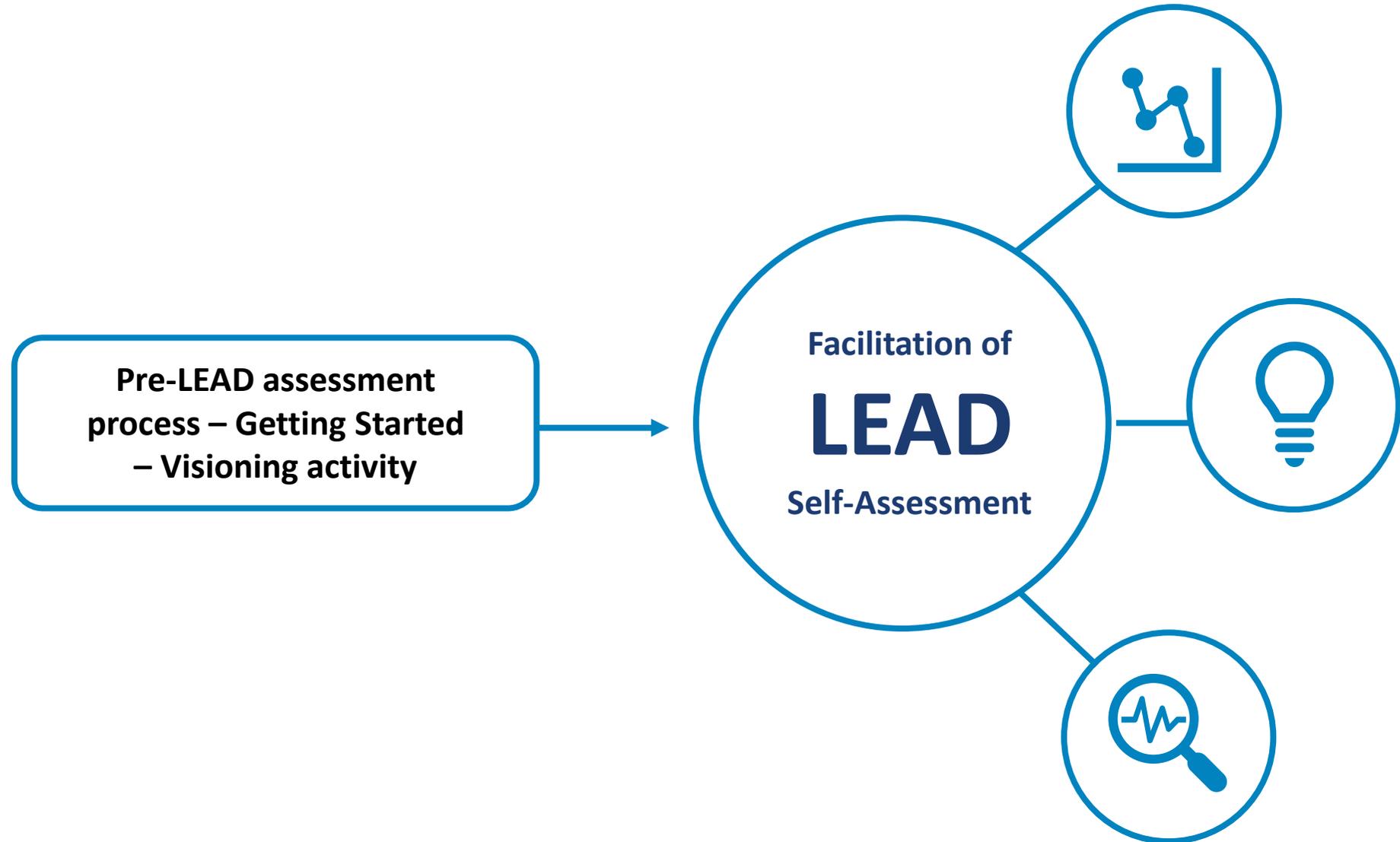
We incorporate accessibility design criteria and features into our procurement practices so that goods, services, and facilities are accessible to people with disabilities.

Social responsibility is considered in our procurement practice, ensuring equal opportunity is given to external facilitators, consultants, businesses, service providers representing the disability and other marginalized communities

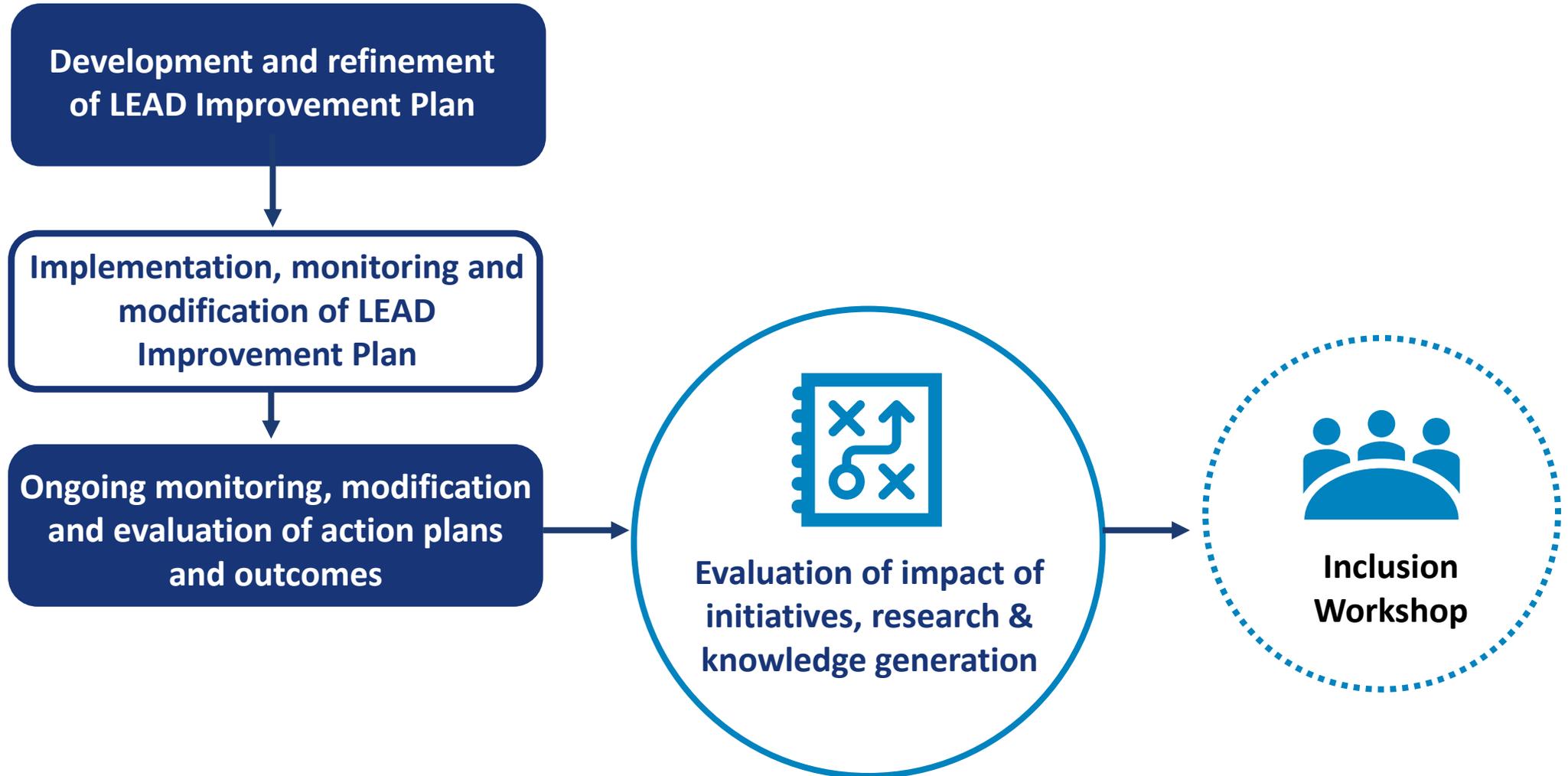
# LEAD Canada Process Step 1



# LEAD Canada Process Step 2

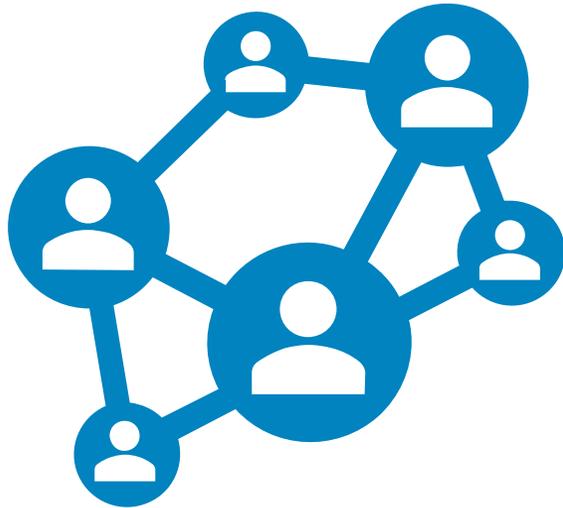


# LEAD Canada Process Step 3



# LEAD Canada – Your Team

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## **The Visioning Team**

- Senior leaders

## **The LEAD Task Group – Self-Assessment Session**

- Representation from senior and middle management, front-line staff, volunteers, stakeholders and/or partners

## **The Improvement Planning Group**

- Individuals from LEAD Task Group who will work to prioritize and implement Improvement Plan items generated during the Self-Assessment session

# LEAD IMPACT

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# Questions?

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