

## **Reasonable Accommodations 2008 Update**

1. Occupational Therapy and Supported Child Care have given a parent who is visually impaired her child's reports on disk so she can have them translated to Braille.
2. A parenting handbook read on to tape for visually impaired parents.
3. Early Childhood Education staff will walk a child home during a busy traffic time for a visually impaired parent.
4. Reports and newsletters are parent friendly and written at a grade 4 level.
5. Pictures with captions are used in newsletters.
6. Registration papers ask regarding holiday celebrations to incorporate family beliefs.
7. Bathrooms are wheelchair accessible.
8. Powered entrance door for wheelchair access.
9. Child-sized equipment in classrooms and classroom bathrooms.
10. Strobe lights for fire alarms.
11. Team members will set up meetings around family needs.
12. We help families with funding for ECE programs either by assisting them through the subsidy channels or waiving, dependant on the need of the family.
13. Carefree tickets are purchased for families with financial issues who may not be able to transport their children to the Centre otherwise.
14. Distribute food vouchers to families in need.
15. Liaise with Salvation Army for food hampers for families in need.
16. Buy a bus pass for a family to transport the child to daycare.
17. Changing font size on documents for easier readability.

18. Missed therapy appointments — several attempts are made to contact families in order to reschedule. Sometimes, due to various resources (economic/social) making it to a child's therapy appointment becomes lower on the priority list. The Therapy Department tries to accommodate this with rescheduling to times that are better suited for the family. If we are unable to contact the family by phone or in person, a letter is mailed to the family requesting contact from them before they are discharged.
19. Making home visits if it is too difficult for families to make it in to the Centre.
20. Advocating for families and helping them access Sunnyhill, BCCH, paediatricians, At Home Program, etc.
21. Doing joint therapy sessions if that is more convenient / less overwhelming for the family.
22. Coordinate with services as to who is going to make first contact with family.
23. We have an equipment loan program, which would include feeding equipment, Tech Aides loan equipment, physiotherapy and occupational therapy equipment. If we don't have a specific piece of equipment that the family needs, we will try to find an organization that does (e.g. Infant Development Program).
24. Cultural Diversity — English as second language (Translators available through Multi-Cultural Society on ad hoc basis).
25. Educational funding — Funding for continuing education is per contracts
26. Voice mail & individual e-mail for all staff
27. Winter conditions — Policies in place regarding CDC vehicle & travel
28. TELUS Relay system is used for clients and parents with hearing impairments (Voice to TTY is 1-800-855-0511 and TTY to voice is 1-800-972-6509). This can be used by our standard telephone system. Detailed information is available in the TELUS phone book.
29. Adaptations are made to seating systems by Occupational Therapy and PhysioTherapy through Sunny Hill Seating Clinic and through therapy sessions.
30. Staff modify activities to meet the needs of the children (i.e. pencil grasps, bending spoons, larger puzzle knobs, switch toys and adaptive technology)
31. Developmentally appropriate computer programs are used for the children. Intel-Keys are added to adapt for children with physical impairments.

32. Classroom exit directly to playground.
33. Elevator for access to both levels of building.
34. Specialized groups with ECE and Therapy to help address waitlists.
35. Lap top computers available for staff to use for in-house reports and outreach.
36. Communication books set up for parents of those children that take Carefree bus system.
37. Website includes: Family stories, information on CDC services, contact information, philosophy, FAQs, waitlist management, special events, service clubs, links, Code of Ethics, Rights and Responsibilities, and complaint process etc.
38. Glossary of medical terminology has been given with therapy reports to allow for professional yet understandable terms.
39. Report sent via email to a parent (at request) who has special software for visual impaired so she could hear her own report instead of finding someone to read it to her.
40. Staff will make picture schedules, pictures and communication boards for parents to use at home and in other programs.
41. Therapists will order orthotics for children to help parents.
42. Organize referrals to other services: autism clinic, child psychiatrist, audiologist etc.
43. The staff will use the multicultural society as needed for families with English as a second language. The family is also be encouraged to provide an English speaking resource on the referral form.
44. The therapy department provides the families with a list of medical terminology to ensure understanding of jargon.