

## Our Mission:

KidsAbility™ empowers children and youth with special needs to realize their full potential.

## Our Vision:

Potential Realized.

## We Value:

- **Inclusion**

The uniqueness of each child and youth and the right to realize their full potential.

- **Respect**

An inclusive and empowering relationship with families and the wisdom they provide.

- **Collaboration**

The power of working together with families, partners, donors and funders.

- **Accountability**

A culture of professionalism, knowledge and accountability and a practice of resilient determination in all that we do.



If you wish to refer yourself or a child for service, volunteer, or find out more information, please contact us at:

519-886-8886



1-888-372-2259

Cambridge  
887 Langs Drive

Fergus  
160 St. David Street

Guelph  
West End Community Centre  
21 Imperial Road South

340 Woodlawn Road West, Unit 18 and 19

Kitchener  
65 Hanson Avenue

Waterloo  
500 Hallmark Drive



## How Can I Help You?

Our Commitment to Accessibility

# How Can I Help You?

## Accessibility for Ontarians with Disabilities Act

The purpose of the Act is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment and buildings, before January 1, 2025.

## Statement of Commitment to Accessibility

KidsAbility is committed to providing a barrier-free environment for clients, staff and visitors. KidsAbility will be accessible and inclusive respecting dignity and independence.

## Disability

The restriction on a person's functional capacity that results from an impairment (i.e. functional limitations).

## Impairment

A reduction in physical or mental function as result of a medical condition. The medical condition could be caused by an injury, disease or other disorder.

## Barrier

Anything that stops a person with a disability from accessing a service or standard of service available to others or anything that makes it difficult for them to take part in society.

## Physical/Mobility

- Listen carefully.
- Determine an effective way to communicate.
- Make eye contact with your customer, but don't stare.
- Ask permission before touching a wheelchair or piece of equipment.

## Developmental/Intellectual

- Stay positive, and be willing to try and understand.
- Treat everyone with disabilities with the same respect and consideration you'd have for anyone else.
- Don't make assumptions about what type of disability or disabilities a person has.

## Learning

- Some disabilities are not visible. Take time to get to know your customer's needs.
- Don't refer to the disability.
- Use appropriate language and terminology.

## Visual

- Never touch a customer without asking permission (unless it's an emergency).
- If your workplace has limited accessible facilities, seek solutions.
- Ask your customers for suggestions of ways to accommodate their disabilities.
- Never touch or address service animals—they are working and have to pay attention at all times.

## Hearing

- Speak directly to the person with the disability—not to their interpreter or someone that may accompany the customer.
- Use plain language and speak clearly.
- Be patient. People with some kinds of disabilities may take a little longer to understand and respond.

## Mental Health

- Any personal matters should be discussed in a private room or quietly to avoid other people overhearing.
- If you can't understand what someone is saying, just politely ask again.
- Ask before you offer to help—don't jump in. Your customers with disabilities know if they need to help and how you can provide it.

**Do you have a comment or suggestion?**

**We would like to hear from you.**

**[accessibility@kidsability.ca](mailto:accessibility@kidsability.ca)**

