

Eunoia Forest School

Inclusion and Equity

Policy and Procedures

Created: May 31, 2021

Effective: May 31, 2021

Revised: March 21, 2022, **February 26, 2023**

Note: *Owner/Operator* refers to the Owner/Operator or Designate

Purpose

Eunoia's Inclusion and Equity Policy and Procedures aim to:

- nurture an accessible school environment that is respectful and welcoming to all and free from discriminatory or harassing behaviour, in compliance with legislated accessibility and human rights standards,
 - by setting out a framework for what Eunoia does and intends to do in its environments, programs, communications, interactions, and employment practices.

Policy

- Eunoia celebrates diversity, promotes inclusive education, and provides accessible customer service. Committed to equity, inclusion, truth, reconciliation, and justice, Eunoia follows all laws regarding human rights, accommodations, and accessibility applicable to educational and customer service settings (e.g., the *Ontario Human Rights Code [OHRC], 1990*, *Accessibility for Ontarians with Disabilities Act [AODA], 2005*, *Ontario's Blind Persons' Rights Act, 1990*, and the *Canadian Charter of Rights and Freedoms*). Our policy is guided by principles of dignity, independence, integration, and equal opportunity. Equity of access and opportunity promote individual and collective well-being and success.
 - Eunoia welcomes and is dedicated to providing service to all. We prohibit discrimination on any of the following grounds: race, colour, ancestry, place of origin, citizenship, ethnic origin, language, culture, ability, creed (e.g., religion), sex, sexual orientation, gender identity, gender expression, age, family structure, and marital status. Every individual has a right to experiences and environments that are free of barriers, stereotypes, biases, and racism.

- We support all children, including children with diverse home languages, to be engaged, empowered, and to feel belonging. Eunoia's programs build children's knowledge and appreciation of diverse cultures and identities.
 - We encourage individuals to report acts of discrimination and harassment so that we can respond.
 - Eunoia supports freedom of religion and each individual's right to manifest their religious beliefs and observances. We take all reasonable steps to provide religious accommodation to children, staff, volunteers, support workers, and service providers. We will only limit religious practices or behaviours if they jeopardize another person's safety, health, or human rights or otherwise violate Eunoia's policies and/or procedures.
- Eunoia endeavours to meet or exceed the accessibility, inclusion, and equity standards set for Ontario's public schools.
- All members of the Eunoia community have a role in upholding Eunoia's Inclusion and Equity Policy and Procedures. The Owner/Operator provides leadership, but inclusion is a shared responsibility strengthened by school-community relationships.
- We are committed to building relationships with families and community members to enhance our capacity for inclusion and equity.
- Eunoia's Inclusion and Equity Policy and Procedures aligns with Eunoia's Code of Conduct and Program Statement and informs all Eunoia activities.
 - The principles of equity and inclusive education are embedded in all aspects of Eunoia, including environmental design, programming, practices, curriculum resources, policy development, hiring, and staff development.
- Eunoia recognizes intersectionality and works to dismantle practices and discriminatory biases that maintain discrimination, harassment, and marginalization.
 - We offer information, training, and opportunities for children, staff, and volunteers to develop new knowledge, skills, and awareness regarding inclusion and equity.
- Eunoia values authentic learning experiences. Our programs and environments are designed so that children see themselves and diverse individuals represented and have opportunities to both share their own experiences and learn about diverse people.
- Eunoia encourages children's holistic development, which includes spirituality. Accordingly, we may answer questions and provide information about a variety of faiths, religions, or creeds, as relevant. We do not read from scripture, and no one is required to read or study from a religious book or to teach or participate in religious education or exercises at Eunoia.
- We welcome guide dogs and aim to accommodate children's service animals.
- We develop an annual plan for implementing Eunoia's Inclusion and Equity Policy and Procedures. We are accountable for delivering programs and services in ways that equalize access, opportunity, and student outcomes.
 - We share our implementation plan and associated progress reports transparently.

Procedures

Open-minded thinking and accessible communications are two overarching strategies to promote inclusion and equity at Eunoia.

- Staff plan programs that promote creative and critical thinking.
- The Owner/Operator or Administrative Assistant posts Eunoia's Inclusion and Equity Policy and Procedures at eunoiaforestschool.ca
 - Alongside the posting, and on the Contact Us page of our website, we notify the public that the document and any other document or communications (created, owned, or modifiable by Eunoia) are available in an accessible format or with communication support, upon request.
 - We will consult with the person making the request to determine a suitable format or support.
 - We will provide the accessible format in a timely manner and at no additional cost.
 - We are particularly attentive to ensuring that our feedback processes (e.g., Eunoia's Complaints and Concerns Policy and Procedures and our annual climate survey) and any emergency plans, procedures, or safety information that we share publicly are available in accessible ways.
 - If information or communications are not convertible to an accessible format, we will explain why and provide a summary of the information or communications.

Inclusion and Diversity

- Staff, volunteers, and the Owner/Operator consider each individual with whom they interact and for whom they plan programs and/or deliver services.
 - We consider a person's disability when communicating with them, taking direction from the person about what method of communication works for them.
- Programs (e.g., materials, activities, and discussions) invite children to share their cultural identity and encourage learning about local First Nations, Métis, and Inuit (FNMI) cultures, perspectives, and histories.
 - Program staff facilitate discussions about treaty rights and ways to be an ally.
 - We strive to recognize an array of cultural celebrations in an equitable and balanced manner.
 - We will build relationships with enrolled families, community members, and organizations (e.g., local Indigenous groups) to facilitate cultural education and offer school-community projects.
- Eunoia hires and promotes diverse individuals.
 - Our hiring notices emphasize that we welcome applications from individuals who identify as Black, Indigenous, and People of Colour and that we provide accommodation throughout the recruitment process and throughout employment with Eunoia.

- The Owner/Operator makes hiring and advancement decisions based on individuals' qualifications and with the aim of supporting children with mentors who represent the Eunoia community (e.g., who reflect children's identities and understand families' experiences).
- Staff are familiar with, or know how to find, local resources and supports with special capacity to serve particular groups.

Accessibility

- We consider how communication barriers and attitudinal, informational, technological, systemic, physical, and architectural barriers impact our services and hiring practices.
- To mitigate barriers, we provide:
 - wide pathways whenever possible in the environment,
 - accessible meeting spaces,
 - scent-sensitive environments,
 - multiple methods to submit job applications,
 - multiple ways to contact us (e.g., email, phone),
 - alternative methods of communication,
 - and
 - simple signage.
- We also mitigate barriers by:
 - arranging seating to support individuals with hearing loss,
 - welcoming the use of assistive technologies,
 - welcoming the use of assistive devices, minimizing risks to their use at Eunoia, and working with individuals who require assistive devices to facilitate their participation if an assistive device presents a significant and unavoidable health or safety concern at Eunoia,
 - welcoming any support individual accompanying a parent/guardian, staff member, volunteer, service provider, support worker, or other visitor and coordinating support people for children as discussed below,
 - informing children, parents/guardians, staff, volunteers, support workers, service providers, and the public, as relevant, when our services are temporarily unavailable,
 - Notice is provided in advance or as soon as possible and explains why service is unavailable, when service is expected to resume, and what alternatives are available.
 - and
 - striving to meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Service Animals

- Parents/guardians, visitors, staff, volunteers, service providers, and support workers are welcome to bring their service animals to Eunoia.

- We may ask for documentation from a regulated health professional that confirms the service animal is for reasons relating to a disability if we cannot easily identify a service animal through visual indicators (e.g., a harness or a vest) or through the tasks the animal is performing.
- We also strive to welcome all service animals that support children's needs during program. The following procedure is intended to ensure children's service animals are integrated in ways that meet a child's needs, support the well-being of the group, and establish responsibility for managing the animal's well-being.
 - The Eunoia Family Handbook informs families to communicate, via the registration form or package, if a child would like to bring a service animal to Eunoia. The Handbook also invites families to email ellisha@eunoiaforestschool.ca with any questions regarding accessibility or support.
 - Upon receiving notification that a child would like to bring a service animal to Eunoia, the Owner/Operator initiates steps 3-8 in Eunoia's Individualized Support Plan Policy and Procedures. The Owner/Operator requests that the family provide any documentation supporting the child's need for the service animal.
 - The Owner/Operator decides whether a service animal will be permitted to accompany a child after meaningfully considering documentation provided by the family, alongside factors such as:
 - the child's individual strengths and needs,
 - other accommodations available and their past outcomes,
 - the child's right to meaningfully access services and education,
 - the rights of all children,
 - the needs of the Eunoia community,
 - any training or certification the service animal has acquired (including whether the animal is a service-animal-in-training),
 - and
 - any special considerations that may arise if the animal is a species other than a dog.
 - The Owner/Operator's decision is documented in the child's Individualized Support Plan (ISP).
 - If the service animal is permitted to accompany the child, an ISP is created or updated to identify roles, responsibilities, and means of ensuring that intended goals are achieved, including information about:
 - the type of support the animal will provide,
 - who will be the handler of the animal while it is at Eunoia,
 - a plan for how the animal will be cared for at Eunoia,
 - how the animal will be readily identifiable,
 - when the animal will begin attending Eunoia,
 - and

- what ongoing documentation is required for the animal (e.g., annual vaccination records).
 - Copies of any required documentation (e.g., annual vaccination records) will be attached to the ISP.
- When a service animal will be present at Eunoia, the Owner/Operator or Administrative Assistant informs all families of enrolled children via email, a written notice at Eunoia's entrance, and/or a phone call, without identifying the individual who will be accompanied by a service animal (unless the family has provided written consent to share a child's identity).
 - The notification communicates how allergies and anxieties will be addressed and reminds families of Eunoia's Inclusion and Equity Policy and Procedures, Code of Conduct, and Concerns and Complaints Policy and Procedures.
- If the service animal is not permitted to accompany the child, the Owner/Operator provides a written response to the family in a timely manner. The response invites families to share their feedback and discuss any questions or concerns with the Owner/Operator.
- Decisions will be made as expediently as possible and before the child's enrollment whenever possible. The Owner/Operator will respond to a family's initial request, providing a timeline for next steps, within 2 business days of receiving the request.
- Parents/guardians and, as developmentally-appropriate, children are responsible for the well-being of service animals and for ensuring that the animals maintain current certifications and vaccinations.
- All Eunoia community members are expected to treat service animals with respect and to follow boundaries established to ensure that the animals can perform their roles.
- Children are taught to inform a staff member or volunteer if any concerns or issues regarding their service animal arise during program. Staff and volunteers are available to co-manage the service animal with the child.
- The Owner/Operator will introduce training or education to support the successful and harmonious use of service animals as appropriate and necessary. In such instances, children who use service animals and their families may be invited to co-facilitate learning.
- As relevant and necessary, Eunoia may offer training for staff and volunteers who are in direct contact with service animals.

Accommodations and Supports

For Children and Families

- Eunoia develops ISPs and Individualized Plans (IPs) to support children's dietary, physical, medical, or other special needs as outlined in Eunoia's Individualized Support Plan Policy and Procedures and Anaphylaxis and Medical Needs Policy and Procedures.
 - Each ISP or IP also indicates how Eunoia will support the child during an emergency.
- The Owner/Operator and staff share information about resources for children with special needs as relevant.
 - Eunoia's Employee Handbook provides information about accessing local resources, and staff knowledge is further developed as outlined in Eunoia's Staff Training and Development Policy and Procedures.

For Staff and Volunteers

- When a staff member or volunteer has indicated that information is necessary to accommodate their disability, the Owner/Operator:
 - provides the individual with individualized workplace emergency response information and works with the individual to develop an individualized emergency response plan as necessary to ensure that the individual's needs will be sufficiently supported during an emergency
 - The information is provided and the plan is developed as soon as feasible after the Owner/Operator is made aware of the individual's need for an accommodation.
 - As applicable, and with the individual's written consent, the information and plan will be shared with anyone designated to assist the individual.
 - To ensure it remains effective and up-to-date, the Owner/Operator reviews the information and plan whenever the individual moves to a new work location within Eunoia, whenever the individual's overall accommodation needs or plan(s) are reviewed, and whenever Eunoia's Emergency Management and Fire Safety/Evacuation Policy and Procedures is reviewed, at least.
 - and
 - communicates with the individual to make any information the individual needs to perform their job, as well as any information generally available to staff and volunteers at Eunoia, accessible to the individual via a format and/or communication support(s) that effectively meets the individual's needs.
- When inviting a staff member or volunteer to an interview, the Owner/Operator or Administrative Assistant reminds the candidate that they may request accommodation relating to the interview process.
 - If a candidate requests accommodation, the Owner/Operator or Administrative Assistant communicates with the individual to determine a suitable way to effectively meet the individual's needs, following through as quickly as possible.

- Whenever extending an offer of employment or a volunteer position, the Owner/Operator or Administrative Assistant informs the successful applicant (e.g., via phone, in person, via email, or within the offer letter) of Eunoia's policies for accommodating staff members and volunteers with disabilities.
- The Owner/Operator reminds each staff member and volunteer of Eunoia's policies for supporting staff and volunteers with disabilities as soon as feasible, as part of the individual's orientation.
 - For example, information is provided about the provision of job accommodations.
 - The Owner/Operator informs all staff and volunteers whenever there is a change to Eunoia's policies regarding support for staff and volunteers with disabilities.
- The Owner/Operator considers an individual's accessibility needs and accommodation plans, as relevant, throughout performance reviews, when facilitating career development and advancement, and before redeploying the individual (e.g., considering how accessibility needs will be met to support success when implementing Eunoia's Monitoring Compliance and Contraventions: Policy and Procedures, Staff Training and Development Policy and Procedures, and Supervision of Volunteers Policy and Procedures).

When Eunoia Requires a Support Worker for a Child

- We may require a child to bring a support worker to Eunoia for the health, safety, and/or well-being of the child or others at Eunoia (e.g., if the child often runs away). Such decisions are made in consultation with the child's parent/guardian and, as developmentally-appropriate, the child through the process of creating an ISP as outlined in Eunoia's Individualized Support Plan Policy and Procedures.
 - Before requiring a child to be accompanied by a support worker, the Owner/Operator will learn the child's needs, examine available evidence regarding health and safety factors, and confirm that there is no other reasonable way to protect health and safety in the circumstance.

Religious Accommodation

- Any opening and closing activities at Eunoia are educational and designed to foster children's social, moral, and spiritual development. Eunoia's opening and closing activities reinforce positive societal values that transcend culture and faith, teach democratic rights and responsibilities, and promote the worth of all people. Any periods of silence during these activities are for personal reflection and may be used for individual silent prayer.
- Eunoia does not have a dress code. Eunoia's Family Handbook provides guidelines for dressing for outdoor play, and children, staff, volunteers, support workers, service providers, and other visitors are welcome to dress in ways that conform to their religious beliefs to meet these guidelines.
- Eunoia only provides food that can be consumed by all children in attendance.

- The Owner/Operator and staff consider significant faith days observed by the Eunoia community when planning activities and special events.
- Children are not required to attend Eunoia on any day, including religious holy days. A refund or credit will not be given for time missed due to a religious holy day.
- Children may exempt themselves from any activity at Eunoia, while staying within the activity area to be supervised by a staff member.
- We encourage children and parents/guardians to inform Eunoia of any concerns they have about the content or nature of an activity at Eunoia. Children, parents/guardians, staff, volunteers, support workers, service providers, and the Owner/Operator are also invited to communicate if they are concerned that Eunoia's activities do not align with a child's faith-based requirements for dress, diet, and/or fasting.
 - Children are encouraged to communicate concerns to their mentors.
 - Staff and the Owner/Operator will discuss any concerns with a parent/guardian and, as developmentally-appropriate, the child.
 - Parents/guardians can raise concerns as outlined in Eunoia's Complaints and Concerns Policy and Procedures.
 - The Owner/Operator and staff encourage open dialogue for a common understanding of the nature and extent of the concern. Concerns might be addressed by incorporating an alternative perspective into a lesson, adjusting a program schedule, exempting a child from all related activities, and/or other accommodations.
 - Accommodations will not be made for religious values or beliefs that clearly contradict Eunoia's Code of Conduct or policies.
 - Accommodations will be equitable (e.g., a child will not be left to sit on a bench while other children participate in an activity).
 - The Owner/Operator will inform a parent/guardian and, as developmentally-appropriate, the child of the possible short- and long-term consequences of an exemption.
 - Accommodations are documented in the child's file and in Eunoia's Daily Written Record.
- Volunteers are encouraged to inform the Owner/Operator (ideally in advance) if they will be absent due to a religious holy day.
- The Owner/Operator will accommodate staff time off for religious holy days.
 - The staff member seeking time off must make their request in writing, ideally at the beginning of the season. The Owner/Operator will meet with the staff member at a mutually-agreed upon time within 2 business days of the written request to discuss accommodation options.

Discrimination and Harassment

- Eunoia responds to reports of discrimination and harassment in a timely manner, applying relevant Eunoia policies and procedures (e.g., Monitoring Compliance and Contraventions, Supervision of Volunteers, Behaviour Guidance, Suspension of Children, and Violence and Harassment). Law enforcement is called as necessary.

- The Owner/Operator, staff, and volunteers debrief instances of discrimination and harassment to support one another and to determine appropriate means of supporting affected individuals and preventing further occurrences (e.g., emotional support and learning opportunities for all community members).
 - Discrimination and harassment, including gender-based violence, homophobia, sexual harassment, and inappropriate sexual behaviour, are discussed and, as necessary, addressed in developmentally-appropriate ways.
- Eunoia conducts climate surveys at least bi-annually to assess perceptions of safety among children, parents/guardians, staff, volunteers, and additional members of the Eunoia community.
 - The survey results inform Eunoia's discrimination and harassment prevention activities (e.g., by indicating areas of success and challenges to be addressed).

Building Capacity

- To enhance Eunoia's capacity to meet the needs of diverse children and expand opportunities for children to learn about diverse people, the Owner/Operator will:
 - engage in outreach towards forming partnerships with diverse community members and community organizations serving diverse communities and
 - aim to develop school committees with diverse representation once Eunoia operates full-time (e.g., year-round).
- The Owner/Operator identifies priorities for capacity-building efforts in collaboration with committees and based on the results of the bi-annual climate survey.
 - Eunoia's Inclusion and Equity Policy and Procedures and capacity-building needs are always considered when Eunoia's strategic plan is being implemented and revised.
 - Identifying and removing any barriers to student learning and customer service is a fundamental component of Eunoia's strategic plan.
- Eunoia also builds child and parent/guardian capacity to support inclusion and equity by sharing relevant information with families.

Training

- The Owner/Operator ensures the following individuals are trained on accessibility as it relates to their specific roles:
 - all staff members and volunteers
 - anyone involved in developing Eunoia's policies and
 - anyone who provides goods, services, or facilities on behalf of Eunoia.
 - Training occurs as soon as feasible after an individual joins Eunoia and whenever Eunoia's Inclusion and Equity Policy and Procedures and/or related accessibility policies are amended substantially.

- Proof of previous workplace accessibility training may be accepted in lieu of training by or at Eunoia.
- Training covers topics required by the *AODA, 2005*:
 - purpose of the *AODA*,
 - requirements of the Integrated Accessibility Standards Regulation as they apply to Eunoia,
 - For example, staff receive education and training to:
 - understand the requirement to provide accessible customer service,
 - understand Eunoia’s policy on accessible customer service,
 - be familiar with available assistive devices (e.g., devices on site),
 - interact and communicate with people with various types of disabilities, including people who use an assistive device and/or require the assistance of a service animal or a support individual, and
 - know what to do if a person with a disability is having difficulty accessing Eunoia’s goods, services, or facilities.
 - disability-related obligations under the *OHRC*, and
 - information about achieving accessibility by 2025.
- The Owner/Operator also participates in, and encourages staff and volunteers to participate in, ongoing professional learning related to inclusion and accessibility, as described in Eunoia’s Staff Training and Development Policy and Procedures and Supervision of Volunteers Policy and Procedures.

Implementation Plan

- We aim to create a community of diverse learners, staff, volunteers, support workers, service providers, and families who feel safe, welcome, included, and connected to their community by implementing Eunoia’s Inclusion and Equity Policy and Procedures wholly and effectively. The following chart outlines our Implementation Plan for Summer 2021-Fall 2023, including goals and the indicators and outcomes we will use to track our progress.
 - The outcome measures will inform our future goals.
 - We have kept the same goals originally set for 2021-2022 and extended the timeline, given that we were not able to operate as many programs as expected in 2021.
- Our future Implementation Plans will reflect perspectives shared through consultation with diverse children, parents/guardians, and community members.

Summer 2021-Fall 2023 Objective	Indicator	Measurable Outcome
Incorporate learning about	Children share and/or learn	Evidence of learning about

diverse people	<p>about local FNMI cultures, perspectives, and histories</p> <p>Cultural celebrations are recognized</p>	<p>FNMI in pedagogical documentation</p> <p>Range of cultural celebrations recognized</p> <p>Range of community partnerships supporting learning about diverse people</p>
Provide learning opportunities that are open to children of all faiths	<p>Discussion between families and Eunoia resolves any conflict regarding religious values, enabling the child's full participation or equitable accommodation</p> <p>Eunoia activities are scheduled around religious holy days</p>	<p>Number of children whose families exempted them from Eunoia's activities</p> <p>Number of children who could not participate fully due to diet, dress, or fasting</p> <p>Number of instances when a child, staff member, or volunteer could not participate in an activity due to a religious holy day</p>
Implement accessible hiring practices	Job postings, interview invitations, and offer letters, meet the requirements stated in the above procedures	Rate of compliance (%)
Implement accommodations for employees as required	<p>Information is shared during orientation practices and for individuals with accommodations as described in the above procedures</p> <p>Performance reviews, career development and advancement, and redeployment decisions consider individuals' accommodation needs and individual plans</p>	Rate of compliance (% , tracked by documenting practices)
Create accessible environments for all children, parents/guardian, staff, volunteers, service providers, support workers, and other visitors	<p>All items listed above to mitigate barriers are delivered</p> <p>Service animals are accommodated according to the procedures above</p>	<p>Number of instances when an individual was not able to participate fully</p> <p>Number of instances when Eunoia required an individual</p>

		<p>to provide their own support worker</p> <p>% compliance with website requirements</p> <p>% of children's service animal requests approved</p>
Provide an environment free from harassment and discrimination	<p>Gender-based violence, homophobia, sexual harassment, and inappropriate sexual behaviour are discussed and, as necessary, addressed in developmentally-appropriate ways</p> <p>Staff plan learning opportunities in response to acts of discrimination or harassment</p>	<p>Number of reported and observed occurrences of discrimination and harassment</p> <p>% of community members who indicate feeling safe, welcome, included, and connected in responses to Eunoia's climate survey</p>
Build Eunoia capacity to meet the needs of diverse children and expand opportunities for children to learn about diverse people	<p>Committees and/or partnership formed between Eunoia and community members and/or organizations</p> <p>Information is shared with children and families regarding inclusion and equity</p> <p>Eunoia's Inclusion and Equity Policy and Procedures are considered when revising and implementing Eunoia's strategic plan</p>	<p>Array of partnerships formed</p> <p>Number of formal resources shared with families</p> <p>Date(s) when Eunoia's strategic plan was reviewed with a focus on inclusion and equity</p>
Training	Staff complete training as set out in the above procedures	<p>Number of staff trained</p> <p>Range of topics covered in training</p>

Privacy

- Personal information related to Eunoia's Inclusion and Equity Policy is collected, stored, disclosed, and disposed of according to Eunoia's Privacy Policy and Procedures and Confidentiality Policy and Procedures (e.g., we protect the privacy of individuals who request religious accommodation).
- Sensitive or confidential medical information is only collected as necessary and is only included in individual files if written consent is provided by the staff member or volunteer about whom the information applies or by a parent/guardian on behalf of a child.

Accountability and Compliance

- The Owner/Operator is responsible for the implementation of Eunoia's Inclusion and Equity Policy and Procedures and for addressing accessibility issues.
- The Policy Writer and Owner/Operator compare all Eunoia policies and procedures to Eunoia's Inclusion and Equity Policy and Procedures during the annual policy review described in Eunoia's Program Statement Implementation Policy and Procedures.
 - All policies and procedures are modified to align with Eunoia's Inclusion and Equity Policy and Procedures or are removed.
- The Owner/Operator records anonymous data regarding requests for children's service animals and analyzes this data at least annually to inform policy reviews.
 - Data collected includes:
 - the total number of requests for children to be accompanied by service animals,
 - the number of accommodation requests approved and denied,
 - the rationale for each decision, including a description of other supports and/or services provided to the child to support their participation in Eunoia's programs,
 - the species of service animals requested and approved, and
 - the types of needs being supported (e.g., medical, physical, and/or emotional).
- Eunoia prepares an annual progress report regarding its Implementation Plan. Progress reports are posted at eunoiaforestschool.ca and include action plans for objectives that are not being met.
 - Eunoia's first progress report will be posted in winter 2023-2024.
- Feedback about how we provide services or goods to people with disabilities and any other feedback regarding Eunoia's Inclusion and Equity Policy and Procedures is accepted and responded to as outlined in Eunoia's Complaints and Concerns Policy and Procedures.
 - Feedback is accepted in person, by phone, in writing, or via email.
 - We will provide accessible formats and communication support(s) upon request to ensure our feedback process is accessible.

Glossary

Climate survey a tool to assess perceptions of safety among children, parents/guardians, staff, volunteers, and additional community members. The survey is voluntary and anonymous. At minimum, the survey asks about sexual harassment and bullying/harassment related to sexual orientation, gender identity, and gender expression.

Eunoia community members in this policy, children, parents/guardians, additional family members, staff, volunteers, the Owner/Operator, service providers, support workers, visitors, and all other members of the public who interact with Eunoia or live and work near Eunoia

Mentor a staff member who facilitates programs at Eunoia

Reasonable “to the point of undue hardship”, as required by the *OHRC*

Service animal any animal that supports a person with a disability

Service provider in this policy, any person who provides service that involves directly interacting with children and who is employed by a third party contracted by Eunoia (e.g., resource teachers, speech and language pathologists, nurses, occupational therapists, entertainers, sport/activity instructors, and other individuals providing presentations or lessons; NOT fire/health inspectors, CAS investigators, or inspectors)

Support worker a person who supports a child’s participation in an activity or program. A support worker may be a staff member, a service provider, a family member of a child, or an individual contracted by a family, at the discretion of the Owner/Operator

We the Owner/Operator and all staff and volunteers of Eunoia