



<b>POLICY:</b>	<b>ACCESSIBILITY PLANNING</b>		
<b>POLICY NUMBER:</b>	<b>DIRECTOR, NETWORK PLANNING AND EVALUATION</b>	<b>DATE APPROVED:</b>	<b>MARCH 21, 2017</b>
<b>DOCUMENT OWNER:</b>			
<b>APPROVER(S):</b>	<b>Chief Executive Officer / Board of Directors</b>	<b>DATE REVIEWED/REVISED:</b>	

<b>PURPOSE</b>	<p>Children's Treatment Network of Simcoe York (CTN) strives to enhance the quality of life of the children, youth and families we provide services to. We also strive to provide an environment which is accessible to and meets the expectations of our: persons served, employees, volunteers, board members, partners and the community. Persons with disabilities face many types of barriers. To this end, CTN is committed to developing, maintaining, and implementing a multi-year Accessibility Plan to remove barriers.</p>
<b>APPLICATION</b>	<p>This Policy and Procedure applies to all CTN employees, volunteers and Board members.</p> <p>Accessibility, in accordance with the AODA, applies to all CTN clients, employees, volunteers, Board members and members of the public accessing CTN sites or resources.</p> <p><b>Definition:</b></p> <p><u>Disability</u></p> <p>(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;</p> <p>(b) a condition of mental impairment or a developmental disability;</p> <p>(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;</p> <p>(d) a mental disorder; or</p> <p>(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997</i>; ("handicap").</p>



<b>POLICY</b>	<p>CTN will develop, maintain and document progress on a Multi-Year Accessibility Plan outlining CTN's phased in strategy to prevent and remove barriers from our workplace, and improve opportunities for persons with disabilities. The Accessibility Plan will be:</p> <ul style="list-style-type: none"><li>• reviewed annually for continued relevance and progress on short term actions;</li><li>• updated as needed, but revised at least every five years;</li><li>• posted on CTN's website;</li><li>• Upon request, CTN will provide a copy of the Accessibility Plan in an accessible format.</li></ul>
<b>PROCEDURE</b>	<p>CTN's Accessibility Plan will address 10 categories where barriers to accessibility may exist and require remedy. These categories are:</p> <ul style="list-style-type: none"><li>• Architecture;</li><li>• Environment;</li><li>• Attitudes;</li><li>• Finances;</li><li>• Employment;</li><li>• Communication;</li><li>• Technology;</li><li>• Transportation;</li><li>• Community Integration;</li><li>• Other barriers identified by: clients, employees or other stakeholders.</li></ul> <p><b>Identification of Barriers</b></p> <p>Identification of existing and future barriers will come from multiple existing feedback sources including:</p> <ul style="list-style-type: none"><li>• Family Surveys (specific questions related to accessibility/barriers);</li><li>• Employee Surveys (specific questions related to accessibility/barriers);</li><li>• Partner Provider Surveys (specific questions related to accessibility/barriers);</li><li>• Joint Health &amp; Safety Committee's workplace inspections;</li><li>• Family Complaints;</li><li>• Employee Complaints;</li><li>• Requests for Individual Accommodation;</li><li>• Risk Assessments.</li></ul> <p>From time to time, individual consultation and/or facilitated and targeted focus groups which include people with self-identified disabilities:</p> <ul style="list-style-type: none"><li>○ Families/Clients;</li><li>○ Employees;</li><li>○ Partners/Site Users.</li></ul>



Information from all sources will be reviewed and summarized into key themes by the management team, under the categories listed above. The findings will be vetted with an ad-hoc group that has representation from CTN stakeholders (families/clients, employees, partners and a mix of people who have a self-identified disability and who do not have a disability).

#### **Investigation and Analysis**

Some of the barriers identified may require further analysis by the appropriate member(s) of the Management Team, to identify potential remediation options. This analysis may require the expertise of third parties or partner agencies with expertise or experience related to the barrier identified or the potential remedies.

#### **Prioritization of Barriers**

Numerous barriers may be identified at the identification and analysis phase. Barriers will be prioritized by the management team, with advice from the ad hoc representative accessibility group, based on:

- Risk of not acting;
- Significance of the barrier identified and potential for other mitigation strategies or individual accommodations to reduce the barrier;
- Urgency to the current stakeholders: clients, employees, volunteers, other stakeholders;
- Additional benefits to the broader population;
- Cost of the identified remedy and/or cost of accommodation;
- Time to implement remedy.

#### **Action Plans for prioritized accessibility initiatives:**

Prioritized Initiatives will be documented on the Accessibility Plan with an estimated timeline to implement the remedy.

Quick wins may be identified, assigned and implemented quickly when resources are available. More significant actions will be incorporated into the operational planning and budget process, or prioritized for spending as resources become available.

#### Long term initiatives:

A realistic timeline for longer term initiatives, balanced with other operational priorities, will be determined.

- A member of the Management Team will be assigned to lead/champion the initiative;
- A working team or individual with appropriate skills and expertise will be



	<p>identified;</p> <ul style="list-style-type: none"><li>• The working team/individual will develop an action plan and timeline with decision making check-ins with the senior management team. Further analysis may be required into the problem or the potential remedy;</li><li>• The working team/individual will identify any additional human resources or external expertise required;</li><li>• The working team/individual will determine the cost for analysis and implementation of the remedy. Action plan timelines may be limited by financial resource allocation. Prioritized projects will be budgeted when funding resources can be allocated;</li><li>• The working team/individual will implement the action plan according to the timeline and the decision making check-in points with Senior Management;</li><li>• Progress on Accessibility Plan Initiatives will be tracked quarterly by the initiative champion.</li></ul> <p><b>Reporting</b> The Accessibility Plan provides the summary of all prioritized accessibility initiatives to prevent and eliminate barriers. Status of initiatives will be updated annually at a minimum, reviewed by the Senior Management Team and reported to the Quality Committee and the Board.</p> <p>In these reports, CTN will announce measures that have been put in place to reduce barriers to accessibility.</p> <p><b>Review</b> Annually, new information gathered from CTN's existing feedback mechanisms which are related to accessibility will be summarized and reviewed. Minor adjustments to the Accessibility Plan may be made as informed by this information.</p> <p>At least every 5 years the Accessibility Plan will be reviewed and updated upon consultation with our stakeholders including people self-identified as having a disability.</p>
<p><b>References / related documents (LINKS)</b> <i>(internal and external links)</i></p>	<p>Accessibility for Ontarians with Disabilities Act, 2005 Accessibility Standards for Customer Service, Ontario Regulation 429/07 Complaints Management Procedures - <i>insert appropriate reference</i> AODA Commitment Statement CTN compliance with Accessibility for Ontarians with Disabilities Act Policy and Procedure</p>