

## Discussion of Risks Impacting Performance and Mitigating Strategies - March 31, 2022

Risk	Mitigation Strategies
<b>Change Management</b>	This has been a year of growth and change as CTN looked to maximize service delivery and provide network leadership through new investment from the province. Flexible service delivery across program areas that included both virtual and in-person service and the use of rehabilitation assistants helped to maximize service delivery in a challenging environment including a global pandemic and growing health human resources challenges. CTN worked with partner organizations to maximize capacity to deliver services. To support the network, CTN prioritized additional staffing needs to support program delivery. With the introduction of the new autism services urgent response program, CTN worked with partner organizations to leverage expertise and launch a multi-disciplinary comprehensive program.
<b>Recruitment and Retention</b>	CTN service providers have reported ongoing recruitment challenges and are maximizing the use of rehabilitation assistants working to full scope of practice under supervision to maximize service delivery to kids, youth and their families.
<b>Pandemic Response</b>	The global pandemic continued to highlight the risks of outbreaks and continued uncertainty with respect to programming and community spread. CTN strictly followed public health guidelines and ensured appropriate cleaning and personal protective equipment protocols at all sites. Clinical space in local sites were adapted and a mandatory policy was developed and implemented relative to COVID-19 vaccinations and applicability across many partners in multiple sectors. CTN continued to work closely with all partner organizations to maximize service delivery as service providers offered flexible service delivery, both virtual and in-person.