

**CTN is committed to identifying and addressing barriers and needs related to accessibility to:**

- Enhance quality of life for the people we serve
- Implement non-discriminatory workplace practices
- Meet the expectations of our stakeholders related to accessibility
- Meet accreditation standards
- Meet our legal and regulatory requirements related to AODA

**This document identifies barriers/needs in 10 areas of focus:**

- |                |                |
|----------------|----------------|
| Architecture   | Transportation |
| Environmental  | Community      |
| Attitude       | Integration    |
| Finances       | Employment     |
| Communications | Technology     |
|                | Other          |

**Plan Development**

- Information has been gathered from numerous sources, and reviewed by an Ad Hoc Accessibility Task Group, CTN's Family Advisory Committee and CTN Leadership
- Barriers and needs prioritized for action in the current year are identified below

Focus Area	Barrier/Need Identified	AODA Requirement	Action Plan	Date Identified	Target Date	Current Year Priority (2022)
<b>1 Architecture</b>						
<b>Architectural or structural barriers are generally easy to identify and may include steps without ramps that prevent access to a building for an individual who uses a wheelchair, multi-level building without elevators, narrow doorways that need to be widened, bathrooms that need to be made accessible, and historic buildings.</b>	Need for accessible door buttons at each site for at least one accessible bathroom and at main entry doors for the public; need sufficient room on either side of buttons to accommodate left-handed user; need sufficient room for wheelchair users to back up to accommodate door opening toward them; need sufficient radius for wider or longer wheelchairs; need sufficient disabled parking spots; need exterior and interior ramps where access is via stairways	Yes	Incorporate architectural accessibility needs into CTN's corporate and clinical space modernization plan (details on a separate sheet)	2022-06-30	2023-03-31	Yes
	Currently no written instructions to advise evacuation process for wheelchair users in multi-level buildings	Yes	Create an Evacuation Policy and Procedure for wheelchair users	2022-06-30	2023-03-31	Yes
	No adapted change table in the accessible bathroom at the Barrie Common Roof	No	Adapted change table needed in accessible bathroom at Barrie Common Roof	2022-06-30	2023-03-31	Yes
	Pool program suspended due to lack of pool access at previously contracted locations	No	Consider incorporating a therapy pool in clinical modernization planning	2022-06-30	TBD	
	New Newmarket site needs evaluated for accessibility	Yes	Ensure new replacement Newmarket site to be located at the Tannery is appropriately physically accessible for CTN's clients and families impacted by physical disability	2022-09-01	2023-03-31	Yes
<b>2 Environmental</b>						
<b>Environmental barriers can be interpreted as any location or characteristic of the setting that compromises, hinders, or impedes service delivery and benefits to be gained. An organization that is located in an area where the persons served and/or personnel do not feel safe is an example of an external environmental barrier. Internal environmental barriers may include low lighting for persons with visual impairments, a noisy environment for persons with difficulty hearing, an open office or therapy space that compromises confidentiality or poses distraction to concentration, type or lack of furnishing and decor that impacts the comfort level of the persons served and personnel, or fragrances in the workplace that trigger physical reactions impacting health or ability to optimally perform job functions.</b>	Limited space and privacy in sites for virtual visits; lack of adaptable lighting in treatment spaces to accommodate persons with light sensitivity; treatment spaces do not address the needs of deaf or hard of hearing persons	No	As part of clinical modernization, ensure these conditions are considered in the plan: - adequate private space for virtual appointments and meetings - adaptable lighting in treatment spaces via dimmable light switches and/or colour-changing light bulbs - acoustically sound treatment and work areas for those who are deaf to hard of hearing	2022-06-30	2023-03-31	Yes
	As the number of providers and clients using CTN sites grows, there are clinical space constraints that limit capacity for space sharing	No	In the clinical and workplace modernization plan, consider: adequate space needed to address the growing number of providers using CTN space, particularly in the Barrie location.	2022-06-30	2023-03-31	Yes

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<b>3 Attitude</b>						
<b>Attitudinal barriers are assumptions or other biases that an organizations' personnel and other stakeholders have of persons served or their families and support systems that may impact access to services or benefits to be gained. These might include assumptions regarding capabilities and functions based on age, ethnic background, or socioeconomic status. Other barriers may be evidenced in the terminology and language that the organization uses in its literature (e.g. whether the organization uses person-first language or refers to groups of person by their impairments); how persons served are viewed by the organization, their families, and the community (e.g. dependent vs. independent or interdependent, incompetent vs. competent, inferior vs. equal); whether input of persons served is solicited and used; and whether the admission criteria of the organization screen out individuals for characteristics not related to its defined scope or resources to provider services.</b>	Attitude around ableism; racism; stereotyping; insufficient compassion; belief that services are currently family centered; power imbalance between providers and kids, youth and families; acceptance of culturally diverse approaches to services	No	Provide Equity, Diversity, and Inclusion, Indigeneity and Accessibility training to corporate and contracted partner agency staff	2022-06-30	2023-06-30	Yes
	Assumptions about families; belief that services are currently family centered when they may not be; lack of acceptance of culturally diverse approaches to services	No	Complete an Equity Audit	2022-06-30	2023-06-30	Yes
	Attitudes around ableism; racism; stereotyping; insufficient compassion; belief that services are currently family centered; power imbalance between providers and kids, youth and families; acceptance of culturally diverse approaches to services	No	Develop CTN's Equity, Diversity, and Inclusion, Indigeneity and Accessibility Plan informed by the audit to address barriers resulting from attitudes that limit accessibility to services.	2022-06-30	TBD	
	Attitudes around ableism; racism; stereotyping; insufficient compassion; belief that services are currently family centered; power imbalance between providers and kids, youth and families; acceptance of culturally diverse approaches to services	No	Execute CTN's Equity, Diversity, and Inclusion Plan to address barriers resulting from attitudes that limit accessibility to services	2022-06-30	TBD	
	Assumptions about families; belief that services are currently family centered when they may not be; lack of acceptance of culturally diverse approaches to services	No	Research and Develop a co-design process for future initiatives	2022-06-30		
<b>4 Finances</b>						
<b>Financial barriers include limited payment for needed services, insufficient funding for services, and lack of additional resources in a community to offset additional needs.</b>	Families may not have funding for specialized equipment	No	Ensure continued access to recreation equipment and appropriate complex clinical equipment through CTN's Equipment Loan Program	2022-06-30	Ongoing	
	Limited support funding for families	No	Ensure continued support for families to purchase equipment or for other specific additional costs associated with intervention and recreation, through the CTN Family Fund	2022-06-30	Ongoing	
<b>5 Communications</b>						
<b>Communication barriers may include lack of translation of materials into a language or formats that are appropriate for stakeholders to understand, lack of assistive technology to augment communication, lack of hearing amplification equipment in community settings that the persons served use, or website accessibility issues. If an organization has a website, it could request assistance from technical centers to evaluate its website to ensure the clarity of the site and ease of accessing information. Literacy and health literacy may also be barriers to communication.</b>	CTN signage is not always visually clear at sites; lack of interpretation of signage	No	As part of clinical and workplace modernization, ensure that: - CTN signs are clear and easily locatable to indicate CTN services at each site - Signs at sites are translated as appropriate (e.g. Braille, French)	2022-06-30	2023-03-31	Yes
	Difficult for frontline staff to access interpreters on a regular basis	No	Provision of interpretation services within CTN interpretation guidelines, ensuring that providers are aware of the interpretation resources available to them.  Family whose primary language is not English; solution is provision of interpretation services within CTN interpretation guidelines; messaging issue, particularly in Simcoe; ensure providers are aware of resources available to them; first year item	2022-06-30	2023-01-01	Yes
	Lack of Braille translated signs, limited French signage at sites; videos without captioning	Yes	Provide accessible communications in a functional language and content that is easily understandable in a format that persons with or without disabilities can utilize (e.g. Braille, text-to-speech, videos with captioning)	2022-06-30	Ongoing	

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<b>6</b>   <b>Transportation</b>						
Transportation barriers may include persons being unable to get to service locations, limited accessible or affordable public transportation, increasing numbers of persons served with no transportation available to them, or limited transportation services for person with activity limitations.	Limited transportation for loanable equipment	No	Develop a plan for transportation of equipment to families unable to directly and easily access items from a CTN site	2022-06-30	2023-03-31	Yes
<b>7</b>   <b>Community Integration</b>						
Barriers to community integration include any barrier that would keep the persons served from returning to full participation in their community of choice. For example, participation in sports may be limited by the lack of a lift at the public swimming pool for access but persons served with limited mobility or the lack of scheduling availability of the local gym for an adaptive sports program, or accommodations may be needed for the persons served to return to previous volunteer activities with the community food bank. Another barrier to community integration might be involvement of the persons served in the criminal justice system, which could impact employment, housing, etc.	Limited transition activities and planning for youth	No	Work collaboratively with communities to advocate for appropriate programs for children and youth with disabilities and advise on accessibility	2022-06-30	Ongoing	
	Limited Transportation throughout community	No	In clinical and workplace modernization planning for potential new sites, consider the accessibility of sites via public transit	2022-06-30	TBD	Yes
<b>8</b>   <b>Employment</b>						
Employment barriers may include limited involvement of employers in works placements, lack of understanding of on-site treatment for return-to-work success, and unwillingness or inability of employers to modify work requirements and expectations.	Lack of adaptable/standing desks at sites	Yes	As per policy provide a modified work environment to accommodate employees with a variety of needs (e.g., adaptable/standing desks, specialized lighting, preferential workstation location)	2022-06-30	Ongoing	
<b>9</b>   <b>Technology</b>						
Examples include: lack of adaptive equipment or software (no new examples provided in the 2021 or 2022 manuals)	Lack of adaptive technology	Yes	Ensure an adaptive technology plan is in place to accommodate employees that have an identified disability-based need	2022-06-30	Ongoing as Required	Yes
<b>10</b>   <b>Other</b>						
In addition to barriers resulting from facility design and attitudinal and competency barriers, many people experience barriers of inaccessible diagnostic, therapeutic, procedural, rehabilitation, and exercise equipment such as examination and treatment tables and chairs, wright scales, x-ray equipment, glucometers, blood pressure cuffs, and treadmills and other exercise machines.						