

CTN Accessibility Planning 2017-2022

CTN is committed to identifying and addressing barriers to accessibility to:

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

This document identifies barriers in 10 areas of focus. Those in bold identify areas that are a priority for 2018/19

Architecture

Environmental

Attitude

Finances

Communications

Transportation

Community Integration

Employment

Technology

Other

Plan

- Information has been gathered through a variety of processes, and reviewed by an **Ad Hoc Accessibility Task Group**
- The barriers have been prioritized for action and timeframe by the management team, based on recommendations from an Ad Hoc Accessibility Task Group
- Barriers prioritized for action in the current year are listed below, and included in the operating plan and budget
- Progress will be reported on regularly to the Board and the Quality Committee with new priorities set for 2020-21

Current Year Priorities 2020-2021

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Focus Area 1: Architecture				
Southlake - Door in the main hallway is not w/c accessible.	April 2017	Install a push button access. LTF investigate	March 2021	
Unknown if alarm systems have visual and auditory adaptation	2020	LTFs to consult with land lords	March 2021	
Fire alarm sound level quiet in Barrie	2020	LTF to consult with land lords	March 2021	
BCR back door access limitations	2020	LTFs to consult with land lords	March 2021	
Focus Area 2: Environmental				
Focus Area 3: Attitude				
Lack of understanding and associated judgement about the use of medical marijuana.	June 2017	Education around the use of medical marijuana. Speak with board member – webinar/write up etc...	March 2021	
Focus Area 4: Finances				
Many families are challenged by the financial costs associated with equipment needs.	May 2017	Continue to provide services such as SPOC, CSP, and BFR to assist with funding options. Continue to provide Family Fund. Create large loanable equipment pool.	On - going	Family Fund continues to collect funds. Empowered Kids Ontario Best Practice Committee (CTN chair) advocating for increased funding allotments with ADP – wrote a letter and requested meeting. Pilot equipment library

Current Year Priorities 2020-2021 Continues

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Focus Area 5: Communications				
Website accessibility limited. MUST BE COMPLIANT BY 2021	May 2017 Update July 2018	Review accessibility per AODA standards Maximize accessibility above AODA standards. Does our website/online forms-mobile capabilities?	Jan 2021	Communication has assured we meet AODA standards Communication support personnel supported to attend accessibility training
Focus Area 6: Transportation				
Focus Area 8: Employment				
Lack of opportunities for youth with disabilities to be hired for meaningful work (regular and summer).	June 2017	Investigate possible opportunities. Investigate summer works funding. Advocate with local partners/Liaise with local businesses, employment agencies etc. Embed as part of OTPT plans Build into youth volunteer program Hold discussion with Sr. Team re: commitment level	March 2021	In progress Youth development as part of OTPT Youth in Charge program

Full 2017-2022 Plan

Focus Area 1: Architecture

Examples include: access to buildings, ramps, elevators, doorways, accessible bathrooms

Barrier Identified	Date Identified	Action Plan	Target Date	Status
BCR – No adolescent sized change table available. * no bathroom large enough	March 2017	Create space and purchase lift + change table.		
Midland - Difficult access from the back of the building.	March 2017	Level the parking lot and change the curb.		
Midland – Team room door is difficult for w/c access.	March 2017	Install push button access.		
Midland – Door between adult and child side is difficult for w/c access.	March 2017	Install push button access.		
Southlake - Door in the main hallway is not w/c accessible.	April 2017	Install a push button access. LTF investigate		
Collingwood - Exterior access limitations.	March 2017	Pave the sidewalk from the back parking lot to the front.		Collingwood has CTN allocated spaces right in front in addition to WC spots.
Lack of accessible kitchen in sites for ADL training.	June 2017	Create an accessible kitchen in 2 sites.		?? Alliston accessible kitch??
Oak Ridges – Difficult ramp from parking lot to door at the back of the building.	June 2017	Reconstruct ramp as required.		
Unknown if alarm systems have visual and auditory adaptation	2020	LTFs to consult with landlords	March 2021	
Fire alarm sound level quiet in Barrie	2020	LTF to consult with landlords	March 2021	
BCR back door access limitations	2020	LTFs to consult with landlords	March 2021	
Limited accessible parking (multiple sites).	May 2017	Advocate for increase in accessible parking spots at all sites		
OCR – No adolescent sized change table.	March 2017	Purchase change table and lift.		Completed
BCR – Door into w/c washroom (just inside from reception) is difficult for w/c access.	March 2017	Install push button access.	2018	Completed
Midland – Bathroom door is difficult for w/c access.	March 2017	Install push button access.		Completed
BCR – Door from reception to back area is difficult for w/c access.	March 2017	Install push button access.		Completed
Markham - Bathroom has change table but no plug to power it and no lift to access it.	May 2017	Install plug and purchase lift system.	Dec 2017	Completed
Markham - Bathroom door is difficult for w/c access.	March 2017	Install push button access.		Completed
Markham – Climate control is unpredictable.	June 2017	Advocate to landlord to investigate cause and repair as needed.	March 2019	Original concern remedied with two fan/heaters for

Barrier Identified	Date Identified	Action Plan	Target Date	Status
		Investigate alternative options such as an air conditioner/heater option		CTN hosted site.
Alliston - Bathroom door is difficult for w/c access.	March 2017	Install a push button access.		REMOVED FROM LIST DUE TO SITE CHANGES
Georgina – No lift to access change table.	May 2017	Purchase lift.		Completed
Alliston - No adolescent change table and insufficient space in current bathrooms.	June 2017	Limited space available for construction of larger bathroom. Therefor installation of privacy curtains in the gym around the plinth.		REMOVED FROM LIST DUE TO SITE CHANGES
Collingwood – No lift to access adolescent change table.	March 2017	Install lift system to access change table and toilet.		Completed

Focus Area 2: Environmental

Examples include: locations or characteristics of setting that impedes service delivery, such as low lighting, noise, feeling safe, too open to protect confidentiality, fragrances or allergens

Barrier Identified	Date Identified	Action Plan	Target Date	Status
No sedation available for Botulinum Toxin-A injections for children in York. (Families requiring sedation must use the Holland Bloorview Clinic.)		Speak with new physician re: succession planning and hospital privileges. Develop plan for possible sedation option in York.	March 2022	Postponed secondary to physician on maternity leave.
Family survey indicates that time pressures are the third largest stress for our families: all appointments, especially those outside of school and requiring parents to pick up and transport their children during work hours would increase this stress.		CSP to help arrange appointments and scheduling. Improve collaboration with service providers to allow joint visits. Provide appointments in the evening/weekends. Deliver service through a variety of models including those with decreased frequency, e.g., coaching, workshops, etc.	On going	OT PT Service Delivery in revision to allow for alternate hours and modes of service delivery -good coordination of OT and PT -parents reports therapists are flexible *alternative hours *zoom evening coffee chat FAC evening hours +sibshop schedule for PA days and march break etc.
School-aged hosted OT/PT therapy provided by YRDSB is only offered in the clinic environment (unless home accessibility concerns identified) – It may be difficult for families to access this service (two working parents, transportation barriers, etc.) Consultation only provided at home or in schools	May 2017	Develop therapy guidelines outlining various options for service delivery. Provide school/home based options as required. Guidelines will be developed by balancing efficiency, risk, and the best interest of the client and family.	Roll out Sept 2018	Completed
School-aged therapy in Simcoe provided primarily in schools and sites rarely utilized		Develop therapy guidelines outlining various options for service delivery. Provide school/home and clinic based options as appropriate. Guidelines will be developed by balancing efficiency, risk, and the best interest of the client and family.	Roll out Sept 2018	Completed

Focus Area 3: Attitude

Examples include: Assumptions or biases that impact access to services such as capabilities or function based on age, ethnicity; admission criteria that screen out eligible clients

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Outcome measures used by therapist may not be culturally sensitive.	June 2017	Collect measures that have been adapted elsewhere to be culturally appropriate. Adapt measures most commonly used within CTN to be sensitive to common cultures within CTN client population.		
Lack of awareness regarding the need to be sensitive to cultural and personal client preferences (in relation to customs, religion, and view of children with special needs).	May 2017 Update July 2018	Education and training around cultural and personal client preferences. Actions may include information/speaker on First nations community within CTN geography and/or, French Language Lunch and Learns	On going	Cultural Comp: Training to CTN corporate staff Dec 2017 and April 2018 Education sessions on First Nations - 2019 Safe Spaces Training in Barrie and midland-2018 Sept 2019–First nations Spring 2020 Cha and Chat – coffee chats in Hindu, Farsi, Urdu with community Living York South and fam. mentor program.
Lack of opportunities to learn about cultural differences/preferences (in relation to customs, religion, and view of children with special needs).	June 2017	Lunch and Learns with case examples. Information in FLF.	On going	Education sessions on First Nations - 2019 Safe Spaces Training in Barrie and Midland- 2018 Sept 2019 – First nations
Lack of understanding and associated judgement about the use of medical marijuana.	June 2017	Education around the use of medical marijuana. Speak with board member – webinar/write up etc...	March 2021	
Judgement of families who are not able to follow through with therapy at home vs. understanding of their priorities in that moment.	June 2017	Host training such as Bridges Out of Poverty. Ensuring training to administrative support as front line providers.	March 2020	Several CTN staff attended Bridges Out of Poverty Fall 2017

Focus Area 4: Finances

Examples include: insufficient funding to provide services; limited client funding for additional needs

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Access to service is impacted by insufficient funding to meet demand (waitlists).	May 2017	Continue to develop tier 1-2 services. Provide education and workshops while on the wait list. Create therapy assessment clinics to provide brief intervention therapy and decrease wait times. Create pathways to encourage use of a range of models of service delivery. Increase education on the F-words.	On going	New OTPT service delivery model rolled out in Sept 2018. No more waitlist for OTPT between EI and SA services. Developed 5 parent education modules Held OT education webinar for parents OTPT groups started. CTN commitment to embed the F words into

Barrier Identified	Date Identified	Action Plan	Target Date	Status
				CTN culture OSMH changed service service – so no wait list. Simcoe SBRS – initiated p4c model -
Many families are challenged by the financial costs associated with equipment needs.	May 2017	Continue to provide services such as SPOC, CSP, and BFR to assist with funding options. Continue to provide Family Fund. Create large loanable equipment pool.	On - going	Family Fund continues to collect funds. Empowered Kids Ontario Best Practice Committee (CTN chair) advocating for increased funding allotments with ADP – wrote a letter and requested meeting. Pilot equipment library
Insufficient funding to create equipment lending pool to increase accessibility of equipment resources for families.	Jan 2017	Develop proposal for large equipment pool, investigate funding grants to initiate program. Advocate for additional funds. <ul style="list-style-type: none"> Address winter access Address York access ??Youth job opportunities?? 	On going	One funding grant submitted (unsuccessful). Several pieces of equipment collected from donations. Possible collaboration with partner over equipment loan pool. **Simcoe Pilot
Families who attend therapy appointments on a regular basis must take time off work to accommodate, resulting in lost income.	May 2017	Provide a variety of options for therapy including coaching, groups, etc. Provide therapy during off work hours such as evening and weekends. +++ looking outside of our walls LTF events after hours – in combo with OT and PTs. Therapy session in community	In process	New OTPT service delivery model rolled out in Sept 2018. Present to Senior staff
Insufficient funding to provide services for children outside the inclusion criteria and lack of additional community services to offset their needs (e.i. GMFCS I-II)	May 2017	Re-evaluate therapy criteria. Establish therapy guidelines/pathways for the delivery of services. Increase mediator capacity, use of broader continuum. Advocate for additional funds.	On going	New OTPY criteria and service delivery model developed and rolled out in Sept 2018. Broader GMFCS i-II
Development of Seating and Mobility clinic is limited by funding. (York)	May 2017	Continue to evaluate the current system and research best practice for seating and mobility service delivery. Advocate for additional fund.		Shifting funding - seating and mobility only
Family survey results indicate that financial limitations are the number two stress for our families	May 2017	Family Fund, CSP, SPOC, BFR for funding applications / support. Increase use of family mentors.	On going	Family mentor program expanded with new grant. Family Fund on going
Limited funds for specialty programs above and beyond current therapy provisions (e.g., summer camps run by school board staff).	June 2017	Advocate for funding. Investigate grants. Investigate alternative funding arrangements (flexible hours, etc.).	On going	YDRSB secured alternate funding source for summer camp. Several new therapy camps and groups developed in 2018. Expansion of CTNs capacity to run Sibshops

Focus Area 5: Communications

Examples include: lack of translation materials; lack of assistive technology such as hearing amplification; website

Last Updated: March 2020

*Legend available on final page

accessibility

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Individuals who do not communicate in English may not be able to participate fully in family education and support groups (such as coffee chat)	May 2017 Update July 2018	Implement interpreter protocol regarding necessary use of interpreters. Grow capacity re: informal interpreters. Develop translated materials. Create master list of internal resources/staff	On going	CTN does have an interpreter policy. In services provided on translator options in Jan 2018. SUSAN!!!
Predominately English communication with large multi- language population.	May 2017	Increase use of interpreters. Improve clinician knowledge on how to use interpreters. Pamphlets and event flyers in alternative languages. Update website accessibility. Maximize use of Google translate. Possible webinars or seminars for families speaking one language. Partnership with school boards and Welcome Centres. Assess staff abilities and recruit as appropriate.	On going	Browse aloud on CTN website Translation of statement for CTN letters into 12 different languages.
Difficulty having a warm transfer between CTN and agencies with less robust access to interpreter services.	June 2017	Communicate with partners to find appropriate solutions.		
Some families do not have internet access (CTN relies heavily on the website).	May 2017	Continue to make information to available to families in various formats.	On going	Print version of Family Guide available
French speaking families may have difficulty understanding English communications.	May 2017	Identify and increase French speaking staff. Translations for communications and event fliers. French version of the website. Utilize recent grant funding for these initiatives.		Grant acquired in early 2018 to help address the issue – NEED UPDATE FROM MB Applied again to Grant in 2020 to translate services
Website accessibility limited. MUST BE COMPLIANT BY 2021	May 2017 Update July 2018	Review accessibility per AODA standards Maximize accessibility above AODA standards. Learn and educate re: public internet access points (library)	Jan 2021	Communication has assured we meet AODA standards Communication support personnel supported to attend accessibility training
Confusion on how the Network works.	Family surveys	Improved clarity regarding what is CTN, roles of CTN vs partners, and clarification on who to call when. Increased communication with community and well as provincial health partners regarding the services we provide. Create and make available Family Guide as handbook for families using CTN services	On going	Family Guide completed Fall 2017 Some changes to the website wording Parent education re: OT PT model and how that works with CTN and agencies. ***WHAT HAPPENED TO COMMUNICATIONS***
Communication about new programs and families ideas		Utilize social media etc. ??How to get info from parents Hot to get families to expand on.		

Focus Area 6: Transportation

Examples include: inability to get to service locations; limited affordable public transportation

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Families may have to	May 2017	Will analyze data related to		

Barrier Identified	Date Identified	Action Plan	Target Date	Status
drive up to an hour to access specialty services such a Spasticity Management Clinic, pool, etc.		demographics of clients attending specialty clinics. This will allow CTN to identify areas of need/high use/ and/or long travel.		
Lack of community transportation in more remote areas.	May 2017	Investigate local transportation options and share this information with our families. Research NSM Health Line Resource Share found info with our families.	March 2020	2 LTFs attended transportation information centre with York region info Alliston site moved to more central location.
Oak Ridges - Parking is limited during peak appointment days resulting in families needing to walk distances, or be delayed for their appointment.	May 2017	Continue to limit staff parking to the perimeter.	On going	Completed

Focus Area 7: Community Integration

Examples include: Barriers to returning to full participation in community of choice, such as participating in sports; limited by lack of lift at swimming pool, lack of scheduling for adaptive sports programs; lack of accommodation for community participation, volunteer work

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Limited/no adapted recreation programs in many of our communities.	May 2017	Continue to promote accessible sport through initiatives such as wheelchair basketball, Try It On Days. Continue to liaise with municipalities regarding recreation opportunities for individuals with special needs.	On going	Community Participation Facilitator position carved out of LTF role and made a huge impact on increasing municipalities capacity as well as CTNs ability to hold recreation options. Advocate at Markham's Accessibility Committee. ****JENNs WORK ****Rec therapist
Limited/no access to therapy pools outside of Barrie and Newmarket.	June 2017	Investigate partnerships with community centres, colleges, etc.	On-going	Pool OT program late 2019 and spring 2020
Limited recreation therapist resources.	May 2017	Advocate for growth of this program		Community Participation Facilitator position carved out of LTF role and rec therapist hired for 3 month capacity building role. Kelly and Jenn
Current view by many staff and family that recreation programming is not therapy.	June 2017	Continued education regarding the F words of childhood development		Joint education session for providers and families May 30th 2018. Formal adoption of the F words..... S.....
Adapted recreation programs being cancelled due to lack of enrollment.	May 2017	Continue to promote accessible sport through initiatives such as wheelchair basketball, Try It On Days. Continue to liaise with municipalities regarding recreation opportunities for individuals with special needs. Increase promotion of these	On going	Community Participation Facilitator position carved out of LTF role and made a huge impact on increasing municipalities capacity as well as CTNs ability to hold recreation options.

Barrier Identified	Date Identified	Action Plan	Target Date	Status
		programs to families.		
Recreation programs that do exist are not accessible or affordable.	May 2017	Work with families to access funding. Partner with community groups to improve access and reduce cost.	On Going	Community Participation Facilitator position carved out of LTF role and made a huge impact on increasing municipalities capacity as well as CTNs ability to hold recreation options
Limited accessible parks in our communities. (The lack of a childhood disability representative on municipal Accessibility Committees within the CTN catchment)	May 2017	Advocate for families of children with special need to sit on Accessibility Committees. LTFs to identify which committees are lacking a child disability representative/voice.	March 2018	Completed

Focus Area 8: Employment

Examples include: lack of understanding about treatment onsite as part of successful return to work; inability to modify work requirements or provide accommodations

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Lack of opportunities for youth with disabilities to be hired for meaningful work (regular and summer).	June 2017	Investigate possible opportunities. Investigate summer works funding. Advocate with local partners/Liaise with local businesses, employment agencies etc. Embed as part of OTPT plans	March 2020	Simcoe starting youth group ** speak with LTFs *** connect more with Amy
Lack of opportunities for co-op placements for youth with disabilities		Investigate possible opportunities. Work with partners to create opportunities.		First high school student/IT/ SN

Focus Area 9: Technology

Examples include: lack of adaptive equipment or software

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Cost of ensuring ACCS equipment remains current given rapidly developing technology.	May 2017	Advocate for budget allocation changes.		
Large print is not available on GoldCare.	June 2017	Investigate accessible features of GoldCare.		

Focus Area 10: Any other barriers identified

Examples include: any other barrier to diagnostic, therapeutic, rehab such as adaptive equipment, resources.

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Restricted ability to provide post diagnostic support around complex diagnosis.		Work with partners to develop and on-going plan. Advocate for funds to develop a more robust program.		DACS = post dx education SESSION, IN DEVELOPMENT 6 WEEK POST INFOR SHEET
Lack of understanding or training around complex diagnosis may limit/impair activities and therapies within CTN.	May 2017	On-going professional development. Continue to support inter-professional practice and the provision of peer support.		

LEGEND:

BCR	Barrie Common Roof
OCR	Orillia Common Roof
w/c	Wheelchair
ADL	Activities of Daily Living
ADP	Assistive Device Program
OT/PT	Occupational Therapy/Physical Therapy
YRDSB	York Region District School Board
CSP	Coordinated Service Planning
CTN	Children's Treatment Network
LTF	Local Team Facilitator
FLF	Front Line Focus
SPOC	Single Plan of Care
SA	School Aged
EI	Early Intervention
BR	Brief Resource
GMFCS	Gross motor functional classification system
AODA	Accessibility for Ontarians with Disability Act