

## 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.

Architecture	Transportation
Environmental	Community Integration
Attitude	Employment
Finances	Technology
Communications	Other

### Plan Development

- Information has been gathered through a variety of processes, and reviewed by an Ad Hoc Accessibility Task Group and leadership
- Barriers prioritized for action in the current year are listed below
- A new plan will be developed in 2022

### Current Year Priorities April 2021 to March 2022

Barrier/Need Identified	Date Identified	Action Plan	Target Date	Status at April 1, 2021
<b>Focus Area 1: Architecture</b>				
No pool access in York and limited access in Simcoe for Rehab purposes	March 2021	Investigate City of Aurora pool initiative. Start OT/PT Pool working group.	March 2022	In process
Provide accessible workspaces in Barrie Common Roof and Oak Ridges	2020	To be developed as part of CTN's long-term site plan.	March 2022	
<b>Focus Area 2: Environmental</b>				
Insufficient individual private workspace at sites for the provision of virtual services which provide for enhanced accessibility for service.	March 2021	Develop an interim plan to support virtual from sites until a long-term plan is developed and implemented.	March 2022	
Lack of availability of approved accessible PPE (e.g., clear masks) impacts service delivery	March 2021	Develop alternate strategies to meet client needs through pandemic planning committee	March 2022	
<b>Focus Area 3: Attitude</b>				
Outcome measures/tools 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. Case examples in training to be multicultural. Collect feedback and information from families on existing measures tools appropriateness	March 2022	F WORDS which universally respond to cultural differences have been introduced which evolved from WHO International Classification of Functioning Disability and Health
Insufficient provider opportunities to learn about cultural differences/preferences in relation to customs,	June 2017	Offer Lunch and Learns with case examples. Include educational information in Front Line Focus. Create a cultural awareness calendar	Ongoing	Education sessions on First Nations - 2019 Safe Spaces Training in Barrie and Midland- 2018 Sept 2019 – First Nations

Updated: March 31, 2021

religion, and view of children with disabilities.				CTN acknowledged and celebrated Black History month 2021.
Need to increase services and resources that are available in French.	2107	Utilize the French Language Grant to increase resource base	Ongoing	Several initiatives completed with French Language grant
A lack of awareness or understanding of opposing views around COVID Public Health Measures	March 2021	TBD with appropriate stake holders	December 2021	
Lack of awareness about the benefits of telepractice and negative attitude towards telepractice given telepractice can enhance accessibility	March 2021	TBD with appropriate stake holders	December 2021	
<b>Focus Area 4: Finances</b>				
Families may have financial limitations to access internet and technology required for virtual services.	March 2021	Develop iPad Loan program Investigate options to make internet available.	March 2022	
Families may be challenged by the financial costs associated with equipment needs.	May 2017	Continue to provide Coordinated Service Planning, and Brief Resourcing to assist with identifying funding options. Continue to include equipment funding support as a criterion for accessing the CTN Family Fund. Develop and launch the CTN Equipment Loan Program.	March 2022	Family Fund continues to accept requests for assistance for equipment. Empowered Kids Ontario Best Practice Committee (CTN chair) advocating for increased funding allotments under the Assistive Devices Program (ADP). A meeting with ADP has been requested. Piloted a limited equipment lending library
Lack of funding to create equipment lending program to increase accessibility of equipment resources for families.	Jan 2017	Develop proposal for equipment lending program, investigate funding grants to initiate program. Advocate for additional funds. Identify storage options.	March 2022	Funds dedicated to employ a part time staff for 6 months to support planning. Ontario Trillium Fund grant application in progress.
<b>Focus Area 8: Employment</b>				
CTN may not be perceived as welcoming to potential employees representing diverse populations.	December 2020	Recruit purposefully to encourage the application of diverse candidates for CTN positions.	March 2022	
<b>Focus Area 9: Technology</b>				
Families may have limited access to technology or internet for virtual service	March 2021	Develop iPad Loan program Investigate options to make internet available.	March 2022	

## 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
Barrie Common Roof: No adolescent sized change table available. * no bathroom large enough	March 2017	Create space and purchase lift and change table.	TBD	
Midland One Roof: Difficult access from the back of the building.	March 2017	Advocate for landlord to level the parking lot and change the curb.	TBD	
No pool access in York and limited access in Simcoe for Rehab purposes	March 2021	Investigate City of Aurora pool initiative. Start OT/PT Pool working group.	March 2022	In process
Midland One Roof: Team room door is difficult for wheelchair access.	March 2017	Install push button access.	TBD	
Midland One Roof: Door between adult and child side is difficult for wheelchair access.	March 2017	Install push button access.	TBD	
Collingwood YMCA: Exterior access limitations.	March 2017	Advocated for landlord to pave the sidewalk from the back parking lot to the front.	TBD	Collingwood has allocated CTN spaces right in front in addition to wheelchair parking spots.
Lack of accessible kitchen in sites for Activities of Daily Living (ADL) training.	June 2017	Create an accessible kitchen in 2 sites.	TBD	Alliston kitchen has partial accessibility
Ensure alarms systems have auditory and visual alerts	2020	LTFs to consult with landlords	TBD	
Fire alarm sound level quiet in Barrie	2020	LTF to consult with landlords	March 2021	Delayed due to COVID
Provide accessible workspaces in Barrie Common Roof and Oak Ridges	2020	To be developed as part of CTN's long term site plan.	March 2022	
Barrie Common Roof back door access limitations	2020	LTFs to consult with landlords	March 2021	Repaired and complete.
Limited accessible parking (multiple sites).	May 2017	Advocate for increase in accessible parking spots at all sites	Ongoing	
Oak Ridges: Difficult ramp from parking lot to door at the back of the building.	June 2017	Reconstruct ramp as required.	2020	Repaired and complete.
Orillia Common Roof: No adolescent sized change table.	March 2017	Purchase and install change table and lift.	2018	Completed
Barrie Common Roof: Door into wheelchair washroom (just inside from reception) is difficult for wheelchair access.	March 2017	Install push button access.	2018	Completed
Midland One Roof: Bathroom door is difficult for wheelchair access.	March 2017	Install push button access.	2018	Completed
Barrie Common Roof: Door from reception to back area is difficult for wheelchair access.	March 2017	Install push button access.	2018	Completed

Updated: March 31, 2021

Barrier Identified	Date Identified	Action Plan	Target Date	Status
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 wheelchair 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. Investigate alternative options such as an air conditioner/heater option	March 2019	Original concern remedied with two fan/heaters for CTN hosted site.
Alliston: Bathroom door is difficult for wheelchair access.	March 2017	Install push button access.	n/a	Removed from plan due to relocation of site.
Georgina: No lift to access change table.	May 2017	Purchase lift.	2019	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.	n/a	Removed from plan due to relocation of site. The new site has an accessible bathroom and appropriate change table.
Collingwood: No lift to access adolescent change table.	March 2017	Install lift system to access change table and toilet.	2018	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.)	2019	Speak with new physician re: succession planning and hospital privileges. Develop plan for possible sedation option in York.	TBD	Postponed secondary to physician on maternity leave and COVID.
Limited clinical operating hours impacting families' ability to attend appointments.	2019	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. Deliver virtual services where appropriate.	Ongoing	OT PT Service Delivery in revision to allow for alternate hours and modes of service delivery Telepractice and Hybrid model of SD Evening coffee chat FAC evening hours Family events and workshops offered on weekends and evenings Many programs now available with virtual methods.
Insufficient individual private workspace at sites for the provision of virtual services which provide for enhanced accessibility for service.	March 2021	Develop an interim plan to support virtual from sites until a long-term plan is developed and implemented.	March 2022	
Lack of availability of approved accessible PPE (e.g., clear masks) impacts service delivery	March 2021	Develop alternate strategies to meet client needs through pandemic planning committee	March 2022	

Barrier Identified	Date Identified	Action Plan	Target Date	Status
School-aged, hosted OT/PT therapy provided by one agency 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/tools 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. Case examples in training to be multicultural Collect feedback and information from families on existing measures tools appropriateness	March 2022	F Words which universally respond to cultural differences have been introduced which evolved from WHO International Classification of Functioning Disability and Health
Insufficient awareness regarding the need to be sensitive to cultural and personal client preferences (in relation to customs, religion, and view of children with disabilities).	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	Ongoing	Cultural Competency: 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 Chai and Chat – coffee chats in Hindu, Farsi, Urdu with Community Living York South and family mentor program.
Insufficient provider opportunities to learn about cultural differences/preferences in relation to customs, religion, and view of children with disabilities.	June 2017	Offer Lunch and Learns with case examples. Include educational information in Front Line Focus. Create a cultural awareness calendar	Ongoing	Education sessions on First Nations - 2019 Safe Spaces Training in Barrie and Midland- 2018 Sept 2019 – First Nations CTN acknowledged and celebrated Black History month 2021.
Need to increase services and resources that are	2107	Utilize the French Language Grant to increase resource base	Ongoing	Several initiatives completed with French

Barrier Identified	Date Identified	Action Plan	Target Date	Status
available in French				Language grant
A lack of awareness or understanding of opposing views around COVID Public Health Measures	March 2021	TBD with appropriate stake holders	December 2021	
Lack of awareness about the benefits of telepractice and negative attitude towards telepractice given telepractice can enhance accessibility	March 2021	TBD with appropriate stake holders	December 2021	
Insufficient understanding and associated negative judgement about the use of medical marijuana.	June 2017	Education around the use of medical marijuana.	TBD	
Negative judgement of families who are not able to follow through with recommendations.	June 2017	Provide training to both frontline and clinical support staff.	Ongoing	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 and address a comprehensive range of clinical needs	May 2017	Advocate to funder for additional resources. Continue to develop tier 1 and 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. Work with partners to ensure a full continuum of services and service delivery across the network.	Ongoing	Continued advocacy to MCCSS coordinated through provincial association CTN committed to embed the F words into CTN culture New OT/PT service, Coordinated Service Planning Service Delivery Model and Augmentative Communication Consultation Services service delivery models/guidelines introduced to support client flow No waitlist for OT PT between Early Intervention and school-aged, hosted services. Groups and education modules introduced for OT/PT services School Based Rehabilitation Services Simcoe County OT/PT waitlists reduced through hybrid models of service
Families may have financial limitations to access internet and technology required for virtual services.	March 2021	Develop iPad Loan program Investigate options to make internet available.	March 2022	

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Families may be challenged by the financial costs associated with equipment needs.	May 2017	Continue to provide Coordinated Service Planning, and Brief Resourcing to assist with identifying funding options. Continue to include equipment funding support as a criterion for accessing the CTN Family Fund. Develop and launch the CTN Equipment Loan Program.	March 2022	Family Fund continues to accept requests for assistance for equipment. Empowered Kids Ontario Best Practice Committee (CTN chair) advocating for increased funding allotments under the Assistive Devices Program (ADP). A meeting with ADP has been requested. Piloted a limited equipment lending library
Lack of funding to create equipment lending program to increase accessibility of equipment resources for families	Jan 2017	Develop proposal for equipment lending program, investigate funding grants to initiate program. Advocate for additional funds. Identify storage options.	March 2022	Funds dedicated to employ a part time staff for 6 months to support planning  Ontario Trillium Fund grant application in progress
Families who attend therapy appointments on a regular basis take time off work to accommodate which may result in lost income	May 2017	Provide therapy during off work hours such as evening and weekends. Provide a variety of options for therapy including coaching, groups, etc. Development and promotion of telepractice	Ongoing	New OTPT service delivery model rolled out in Sept 2018. Introduction of hybrid service delivery.
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.	Completed	Created during the pandemic and will continue with dedicated PT
Family survey results indicate that financial limitations are the number two stress for our families	May 2017	Family Fund, CSP, BFR BRS for funding applications / support. Increase use of family mentors.	Ongoing	Family mentor program expanded with new grant. Family Fund on going

#### Focus Area 5: Communications

Examples include: lack of translation materials; lack of assistive technology such as hearing amplification; website 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 use of interpreters. Grow capacity re: informal interpreters. Develop translated materials. Create master list of internal resources/staff	Ongoing	CTN interpreter policy developed. Coffee Chat 'Chai 'n Chat' offered.  Videos on CTN YouTube page have closed captioning which can be translated. DACS 'One Step At A Time' post diagnostic flyer translated into Arabic, French, Tamil, Farsi, and Simplified

Barrier Identified	Date Identified	Action Plan	Target Date	Status
				Chinese.
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.	Ongoing	Browse aloud on CTN website Translation of statement for CTN letters into 12 different languages.  Videos on CTN YouTube page have closed captioning which can be translated. French Language Grant work. DACs orientation over zoom allows for multiple translators at the same meeting.
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.	Ongoing	French Language Grant work in 2018 and 2020 CTN website: SBRS new resources development translation into French language.
Website accessibility limited.	May 2017 Update July 2018	Review accessibility per AODA standards Maximize accessibility above AODA standards. Learn and educate re: public internet access points (library)	Completed	Website meets AODA standards Communication employees supported to attend accessibility training
Poor understanding of the Network model of service delivery.	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 provincial health partners regarding the services we provide.	Ongoing	Family Guide completed Fall 2017 - Parent education re: OT/PT model and how that works with CTN and agencies. Website Development CTN 101 Growth of CTN corporate communications team to support information sharing

#### 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
Potentially long drives to specialty services such a Spasticity Management Clinic, pool, etc.	May 2017	Analyze data related to demographics of clients attending specialty clinics. This will allow CTN to identify areas of need/high use/ and/or long travel.	TBD	Implemented hybrid services in clinic to support followup visits. visits. Virtual Sibshops have facilitated participation
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	Completed	2 LTFs attended transportation information centre with York region info Alliston site moved to more central location.



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 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.	Ongoing	Community Participation Facilitator position carved out of LTF role
Current view by some staff and families that recreation programming is not therapy.	June 2017	Continued education regarding the F Words of Child Development	Ongoing	Joint education session for providers and families May 30 <sup>th</sup> 2018. Formal adoption of the F Words.
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 programs to families.	Ongoing	Community Participation Facilitator position carved out of LTF role and made a huge impact on increasing municipalities capacity as well as CTN's ability to hold recreation options.
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.	Ongoing	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 disabilities or disabled youth/adults 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	Ongoing	Two youth hired for summer program with teens. Increased volunteer opportunities for students with disabilities
CTN may not be perceived as welcoming to potential	December 2020	Recruit purposefully to encourage the application of	March 2022	

employees representing diverse populations.		diverse candidates for CTN positions.		
Lack of opportunities for co-op placements for youth with disabilities	2018	Investigate possible opportunities. Work with partners to create opportunities.	TBD	

#### Focus Area 9: Technology

Examples include: lack of adaptive equipment or software

Barrier Identified	Date Identified	Action Plan	Target Date	Status
Cost of ensuring Augmentative Communication Consultation Services equipment remains current given rapidly developing technology.	May 2017	Advocate for budget allocation changes.	Complete	Now managed through the resource allocation request process.
Families may have limited access to technology or internet for virtual service	March 2021	Develop iPad Loan program Investigate options to make internet available.	March 2022	
Large print is not available on GoldCare.	June 2017	Investigate accessible features of CloudCare. (the new version of GoldCare)	TBD	

#### 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