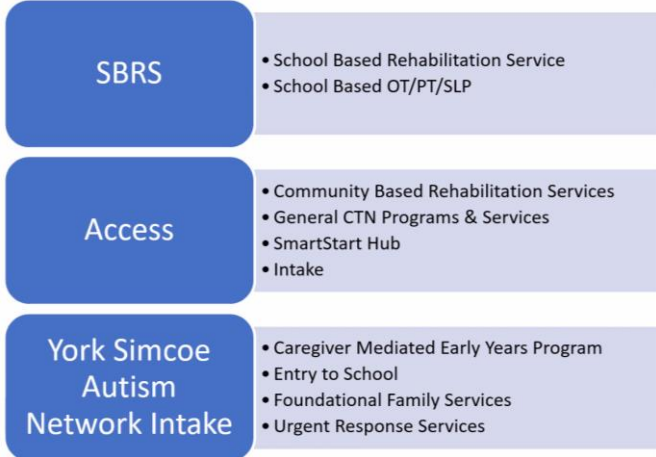


Attendees: Laura Meffen (chair), Lexi T, Heather Oliver, Amina Aumeer, Amy Neller

Guest: Marisha Holmberg, Rachel Cansino, Kristen Baumann

Item	Lead	Outcome	Action
Introduction/ Agenda and Notes Review	Laura	<ul style="list-style-type: none"> • Land acknowledgement and welcome • Agenda reviewed and approved 	
Intake Planning around SmartStart Hubs	Kristen	<p>Kristen introduced her role at CTN and presented a phone tree slide deck for input</p> <p>Comments:</p>  <p>Access:</p> <ul style="list-style-type: none"> • Intake is better understood than Access • Consider the terms “entry or begin” for those with English as their second language • Agree intake makes sense, if first time contacting CTN, choose intake and give a description so they understand what it’s about • General inquiries make sense as well, noting that if they press “0” they will get access any 	<p>Kristen invited the group to reach out by email to KBaumann@ctnsy.ca with any further thoughts</p>

SBRS:

- Suggest making it a softer statement like if child is enrolled in school and wants rehab or OT/PT/SLP etc. vs just stating school-based services
- School support noted first, will be easier to determine that is what they are looking for

YSSN Intake:

- Suggest saying first “if you are looking for” and then listing caregiver mediated support, ETS, etc. this will give them a nudge to listen closely for the options



OAP:


- Agree with coordinators, easy to determine



Developmental Assessment:

- Suggest something like if you have follow-up questions for medical or development services...
- Clinic inquiries is also keeping the language simple
- Suggest adding to the website so that they have an idea before they call
- Check what's on Google to make sure it matches

Corporate Services:

- Fine as is

		<p>Kristen asked the group about their thoughts on dialing 0 for the operator at the start or end of the menu.</p> <p>Comments:</p> <ul style="list-style-type: none"> • What about an option for chat function on the website? Could direct them from there • Good point about Google, suggest investing in Google adds • Suggesting adding an accessible door to the slide with the door pictures 	
<p>Proposed Accessibility Plan</p>	<p>Rachel</p>	<p>Rachel introduced her role at CTN. Rachel shared the below slide deck for feedback around any barriers that the brainstorming team may have missed</p> <div data-bbox="525 673 577 738" style="text-align: center;">  </div> <p style="text-align: center;">Accessibility Planning_FAC.pdf</p> <p>Comments:</p> <p>Architecture:</p> <ul style="list-style-type: none"> • Amina noted certain locations have an accessibility wave at the door however the layout doesn't have enough room to allow full access to turn chair fully to the left, consideration for left-handed individuals • Lexi noted that the buttons that open two doors at the same time usually do not leave enough time to go through the second door before it starts to close • Consider the steepness of ramps and walls near the ramps that could run risk of slamming into. For consideration of onsite locations • Lexi noted having an emergency plan for fires upstairs with a wheelchair • Laura noted that the radius for children in wheelchairs to get through doors, bathrooms, elevators etc. as the wheelchair gets longer as the child gets older 	<p>Rachel invited the FAC to reach out by email with any further feedback RCansino@ctnsy.ca</p>

		<p>Environmental:</p> <ul style="list-style-type: none"> Options for sensory issues? Such as having lamps instead of overhead lights <p>Attitude:</p> <ul style="list-style-type: none"> Suggest being conscience of how other cultures might think and approach disabilities Recognize parents have limitations and other things going on <p>Communications:</p> <ul style="list-style-type: none"> Suggest the logo include the words Children’s Treatment Network and make the logo for CTN bigger <p>Transportation:</p> <ul style="list-style-type: none"> Suggesting having a short list of volunteers who can bring equipment <p>Community integration:</p> <ul style="list-style-type: none"> Working with communications dept to get word out about CTN 	
Strategic Planning Feedback (from March 17 th)	Marisha	<p>Marisha reviewed the below strategic planning feedback document</p>  <p>21CTN001- Strategic Plan_Final Draft.pdf</p> <p>Comments:</p> <ul style="list-style-type: none"> Suggest changing “kids” to “children”. Child/children is more formal, kiddo/kid informal (therapist talk, etc.) Changing language under innovation to note space to experience live, something along those lines Under collaboration, add something about shared life collaboration (in reference to talking to therapist about weekend etc.) and supporting one another in a safe space Under the responsibility tab, thinking is that for CTN one responsibility is to advocate for families Noting need for special access to virtual space for service and participation and including how to access CTN support 	<p>Marisha invited the FAC to provide written feedback using the below feedback grid or by email at MHolmberg@ctnsy.ca</p> <p>Feedback Grid:</p>  <p>Strategic Planning_FeedbackGr</p>
AGM and Annual Report	Heather	<p>Heather presented the FAC highlights from meetings over the last April 2021 – April 2022.</p>	<p>Laura will finalize the content of the slide deck and send to Heather for photos and finesse and the FAC members for their information.</p>

		<p>Comments:</p> <ul style="list-style-type: none"> • In the past thinking of ourselves as an engagement committee and now moving more to an advisory committee • In future we are focusing on providing feedback to CTN • Recruitment for more diverse voices, having a pool of interested people who want to join on specific topics vs core committee commitment • Heather noted option for video or photo holding up a sign saying future forward or talking about what future means, ideas include: my voice, experience and knowledge influence the future, my presents inform the future. What I experience every day informs the future. 	<p>Heather noted that she can embed videos and add photos if Amina, Lexi or anyone else would like to join in. Amina and Lexi will brainstorm ideas.</p>
Pandemic Updates		Deferred	
Successes and Challenges	Laura	Deferred	

Next Meeting: June 16, 2022, from 6:30pm-8:30pm via Zoom