

# **Accessibility Plan Children's Treatment Centre of Chatham-Kent 2019 to 2021**

**Prepared by:**

Children's Treatment Centre of Chatham-Kent Accessibility Advisory Committee

In accordance with the Accessibility for Ontarians Disabilities Act

Integrated Accessibility Standards Regulations

**Sept 18, 2019**

This publication is available through the Children's Treatment Centre of Chatham-Kent:

- Website [www.ctc-ck.com](http://www.ctc-ck.com)
- Children's Treatment Centre of Chatham-Kent, 355 Lark St., Chatham, ON
- In accessible formats upon request, 519-354-0520

## **Executive Summary**

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers and to promote their full participation in the life of the province. The ODA requires that the Children's Treatment Centre of Chatham-Kent (CTC-CK) prepare an annual accessibility plan; to consult with people with disabilities in the preparation of that plan and to make the plan public. As a result, the CTC-CK has assembled an Accessibility Advisory Committee for the purpose of developing annual accessibility plans.

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a provincial Act with the purpose of developing, implementing and enforcing accessibility standards to make the province accessible for all people with disabilities by 2025. The AODA has five Standards which are included in the Integrated Accessibility Standards (O. Reg.191/11) (IASR). These include the Customer Service Standard; Employment Standard; Information and Communication Standard; Design of Public Spaces Standard; the Transportation Standard; as well as some general requirements. One of the requirements of the IASR is to develop, implement and maintain a multi-year accessibility plan to outline strategies to prevent and remove barriers and meet the requirements of the IASR.

### **Aim**

This Accessibility Plan is developed in accordance with the Integration Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005. It incorporates the intentions of the CTC-CK to meet its obligations under the Ontarians with Disabilities Act, 2001. The Plan describes the measures that the CTC-CK has taken in the past as well as measures that will be taken during the next two years (2019-2021) to identify, remove and prevent barriers to people with disabilities who work for, or access services of the CTC-CK, including clients, parents and guardians, staff and community partners, volunteers and visitors.

### **Objectives**

This plan:

1. Describes the process by which the CTC-CK will identify, remove and prevent barriers for people with disabilities.
2. Reviews recent efforts at the CTC-CK to remove and prevent barriers
3. Describes the measures that CTC-CK will take to identify, remove and prevent barriers.
4. Makes a commitment to provide an annual status report of CTC-CK implementation of the plan.
5. Makes a commitment to review and update the accessibility plan at least one every 5 years
6. Describes how the CTC-CK will make this accessibility plan available to the public

## **Commitment to Accessibility Planning**

The Executive Director of CTC-CK has authorized the Accessibility Advisory Committee to prepare an accessibility plan that will enable CTC-CK to meet these commitments. CTC-CK is committed to:

- Establishing and Accessibility Advisory Committee
- Consulting with people with disabilities in the development and review of its annual accessibility plans.
- Consulting with community partners
- Ensuring CTC-CK policies and procedures are consistent with the principles of accessibility
- Improving access to facilities, policies, programs, practices and services for clients, staff, parents/guardians, volunteers and members of the community

## **Description of the Children's Treatment Centre of Chatham-Kent (CTC-CK)**

CTC-CK has served the community since 1948 as a non-profit treatment centre with an elected board of directors. With professional staff and volunteers, CTC-CK is committed to providing support and rehabilitation serves for the community of the Chatham-Kent

The CTC Vision Statement Amazing kids today, enriching our community tomorrow.

### **The CTC Mission Statement**

Providing specialized therapy and innovative programs to empower children, youth and their families to reach their full potential.

### **Values**

Integrity      Collaboration      Safety      Inclusion

## **CTC Accessibility Advisory Committee Members 2019-2021**

**Ann McKenzie** (Chair) Communicative Disorders Assistant

**James Lively** Business Manager

**Craig Lane** IT Administrator

**Cathy Bottrill** Support Services

**Kelly Moniz** Occupational Therapist

**Ann Marie Waddell-Makse** Social Worker

**Fraser Genge** Consumer Advisor

**Ashley Gialelem** Consumer Advisor

## Types of Barriers

A “barrier” is anything that prevents a person with a disability from full participation in society because of that disability. Examples of barriers include:

- **Attitudinal barriers**, for example assuming people with a disability can’t perform a certain task when in fact they can;
- **Architectural and physical barriers** for example no elevators in a building of more than one floor or a step at the entrance to a building;
- **Technological barriers** such as websites not formatted for screen readers or font adjusters;
- **Information or communication barriers** for example a publication that is not available in large print;
- **Policies or practices which create barriers**, for instance attendance policies that do not take into consideration people who use public transportation.

## Strategy for Prevention and Removal of Barriers

Through the accessibility plan status report process implemented under the Ontarians with Disabilities Act, 2001, the Children’s Treatment Centre of Chatham-Kent’s programming, policies and practices have been assessed to ensure continuous improvement in accessibility. This process will continue through the establishment of multi-year accessibility plan which places particular emphasis on the provisions of the regulations made under the AODA with regard to customer service, information and communication, transportation, design of public spaces and employment.

Barriers That Have Been Addressed 2019 Attitudinal
Objective: Identify barriers to full participation in CTC-CK based services and community participation (common themes around misconceptions and beliefs re: ability).
CTC focusing more on ability awareness through face book and social media and community involvement.
Barriers That Will be Addressed in 2019-2021

Attitudinal		
Objective: The CTC will continue to promote inclusionary practices for all clientele, staff and community members		
Strategy	Timeline	Responsibility
Administer a climate survey for parents, clients and staff that will collect feedback on Attitudinal, Physical, Educational Communication, barrier.	1) Research other Children Treatment Centre's focussed climate surveys. Discussion at June meeting 3) Planning for Implementation	Committee
Promote inclusion throughout the CTC service catchment area/community (collaterals such as school boards, other service providers, recreational groups, community events, parent groups, etc.)	On Going 1) Assess current activities 2) Adjust activities based on climate survey results	All Staff

Barriers That Have Been Address 2019 Architectural /Physical
Objective: The CTC is committed to the identification and removal of barriers within its facility and grounds, as budgets and timelines permit. In addition, the CTC advocates for barrier free access within the community for it's clientele and employees.
<ul style="list-style-type: none"> <li>● replacement of lift system in pool area</li> <li>● new lift system in the gym.</li> <li>● More automatic door opener throughout building</li> <li>● New sinks in bathrooms</li> <li>● Auto flush toilets</li> </ul>

Barriers That Will be Address in 2019-2021  
Architectural/Physical

Objective: The CTC is committed to the identification and removal of barrier within its facility and grounds, as budgets and timelines permit. In addition, the CTC advocates for barrier free access within the community for it's clientele and employees

Strategy	Timeline	Responsibility
Improved snow removal on backside of the building to ensure accessibility of playground and emergency exits.	Winter 2019	OHSC and Management
Develop P & P for Preventative and emergency maintenance plan of accessible elements in public spaces. ( lifts, red accessible button) AODA 80.44	Sept 2019	Committee
Develop P & P for dealing with the temporary disruptions of accessible elements (informing public that accessible bathroom is out of order) AODA 80.44	Sept 2019	Committee
CTC-CK through the Accessibility Committee to continue to plan and provide accessible facilities, ensuring all renovations, additions and new builds meet building code requirements (Ontario Regulation 368/13 & AODA Design of Public Spaces Standards, 2012)	ongoing	All accessibility renovations added features to be brought to CTC-CK and Accessibility Committee for review and recommendations

Barriers That Have Been Address 2018 Technological
<ol style="list-style-type: none"> <li>1. Objective: Support through the use of adaptive equipment and programs.</li> <li>2. Objective: Ensure computer systems are easily accessible for staff and clients.</li> </ol>
<p>Summary of Strategies to remove barriers:</p> <ul style="list-style-type: none"> <li>● Training has been given to all staff on the use of accessibility formatting for all documentation in Word, Excel, Powerpoint and PDF documents.</li> <li>● Additional support for document formatting with instructional videos for Word, Excel, Powerpoint and PDF documents.</li> <li>● The addition of larger screens for all workstations</li> <li>● We have included additional ergonomic equipment to staff such as chairs, mice, screen lifts and other devices as requested.</li> <li>● Consideration has been given to illumination in areas where glare would affect all who work in the area.</li> </ul>

Barriers That Will be Address in 2019-2021 Technological		
<ol style="list-style-type: none"> <li>1. Objective: Support through the use of adaptive equipment and programs.</li> <li>2. Objective: Ensure computer systems are easily accessible for staff and clients.</li> </ol>		
Strategy	Timeline	Responsibility
Implement changes to software aimed at improving the user experience.	Ongoing throughout the year	Committee
Obtain feedback from staff and users on the effectiveness of the current computer system.	Ongoing throughout the year	Committee
Update website to be interactive and comply with the new AODA standards for WCGA 2.0 Level AA compliance by January 2021.		Committee

Barriers That Have Been Address 2018 Information/Communication
<ol style="list-style-type: none"> <li>1. Objective: Ensure that all information is accessible to consumers, staff, volunteers and community partners.</li> <li>2. Ensure that consumers, volunteers, staff and community partners are able to access services using their preferred communication methods</li> </ol>
<ul style="list-style-type: none"> <li>• Visuals are incorporated into some centre signage.</li> </ul>

Barriers That Will be Address in 2019-2021 Information/Communication
<ol style="list-style-type: none"> <li>3. Objective: Ensure that all information is accessible to consumers, staff, volunteers and community partners.</li> <li>4. Ensure that consumers, volunteers and community partners are able to access services using their preferred communication methods</li> </ol>

Strategy	Timeline	Responsibility
Monitor needs of consumers, staff, volunteers and community partners through climate survey	Ongoing	Committee
Provide staff with training on Communication Disabilities First 4 modules on Communication Disabilities Access Canada added to Surge learning	Feb 2020	Committee
Explore the availability of additional programs for both staff and clients such as, Word Q *Read and Write for Google (both voice to text and text to speech capabilities) *Dragon Naturally Speaking (voice to text)	Ongoing	Committee

Provide additional signage throughout the building to include braille.	Jan. 2020 proper height Needed signs	Committee
<b>Barriers That Have Been Addressed 2018 Policies and Practices</b>		
<i><b>Objective:</b></i> Ensure that all policies and procedures of the Children’s Treatment Centre of Chatham-Kent will be reviewed to ensure Equity and Inclusion and Accessibility for all.		
<ul style="list-style-type: none"> <li>● Establishment of Accessible Advisory Committee</li> <li>● Development of Orientation/Training Package on Accessibility</li> <li>● Submission of AODA Accessibility Compliance review for year 2017</li> </ul>		

<b>Barriers That Will be Addressed in 2019-2021 Policies and Practices</b>		
Objective:		
<b>Strategy</b>	<b>Timeline</b>	<b>Responsibility</b>
All policies are reviewed on a cyclical basis and will include consideration of Equity and Inclusion and Accessibility legislation	Ongoing throughout the year	Executive Director
<ul style="list-style-type: none"> <li>● All new policies will include consideration of Equity and Inclusion and Accessibility Legislation</li> </ul>	Ongoing throughout the year	Executive Director
<b>AODA Compliance requires following policies and procedures to be completed</b>	ASAP	Human Resources
<b>Customer Service</b>	Feb	Human Resources
80.51 Format of Documents - Require policy of how we will get information in accessible format what?		
<b>General</b>		
s.3 Establishment of Accessibility Policy Required		Human Resources

<p>s.4 Required Accessibility multi-year plan</p> <p>s. 80.44 Maintenance Formal Policy needs to be developed</p> <p><b>Employment</b></p> <p>s. 22-24 Recruitment - Formal policy required</p> <p>s.25 Formal policy required for informing employees of supports</p> <p>s.28 Require formal policy</p> <p>s. 30-32 Performance management, career development, and redeployment. Performance appraisals need to be undated to inquire about accommodations required by staff.</p>	<p>Complete Dec 2019</p>	<p>Committee</p> <p>Committee</p> <p>Human Resources</p> <p>Human Resources</p> <p>Human Resources</p> <p>Human Resources</p>
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