

Accessibility Plan Children's Treatment Centre of Chatham-Kent 2022 to 2025

Prepared by:

Children's Treatment Centre of Chatham-Kent

In accordance with the Accessibility for Ontarians Disabilities Act

Integrated Accessibility Standards Regulations

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

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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.

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 Accessibly 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 three years (2022-2025) 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 review and update the accessibility plan at least once every 2 years
5. 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 designated accessibility planning as follows:

- 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
- IDEA Committee (Inclusion, Diversity, Equity and Accessibility) to address attitudinal barriers regarding accessibility.
- Centre Administration to address structural deficiencies.

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 services for the community of the Chatham-Kent

The CTC Vision Statement

Amazing kids today, enriching our community tomorrow.

The CTC Mission Statement

To enable children, youth and their families to live fulfilling lives, with specialized programs and services that support their strengths and address their unique needs.

Values

Family, Inclusion, Team and Safety.

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**
- **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 a 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 2019-2022 Attitudinal
<p>Objective: Identify barriers to full participation in CTC-CK based services and community participation (common themes around misconceptions and beliefs re: ability).</p>
<ul style="list-style-type: none">● CTC-CK has increased focused on disability awareness through social media and community involvement.● Climate survey was distributed through the Child and Youth Planning Network, posted across CTC-CK social media channels, provided an opportunity to complete survey during staff meeting, and collected feedback during client visits to the Centre.● Climate survey results were used to develop strategies and activities were adjusted based on results.● Continue to promote inclusion throughout the CTC service catchment area.● The Family Engagement Coordinator continues to promote inclusion and advocate on behalf of those with disabilities through presentations to community partners, ongoing through the CYPN network, and the library catalogue called "Friends of the CTC-CK."

Barriers That Will be Addressed in 2022-2025		
Attitudinal		
Objective: The CTC will continue to promote inclusionary practices for all clients, families, staff and community.		
Strategy	Timeline	Responsibility
Administer a survey for parents, clients and staff that will collect feedback on Attitudinal, Physical, Educational and Communication, barriers.	January 2025	IDEA Committee and Centre administration
Promote inclusion throughout the CTC service catchment area/community (school boards, other service providers, recreational groups, community events, parent groups, etc.)	On Going	All Staff

Barriers That Have Been Addressed 2019-2022
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 its clients, families and employees.
<ul style="list-style-type: none"> • Increased snow removal on back of the building to ensure accessibility of playground and emergency exits. • Accessible sinks have been installed in all bathrooms with heights adjusted accordingly • All toilets have been converted to automatic • AAC Core boards added for accessible communication to the playground, waiting room, and all clinical rooms

Barriers That Will be Addressed in 2023-2025 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 its clients, families and employees		
Task	Timeline	Responsibility
Arrange a full accessibility audit by a third party	Spring 2024	Centre Administration
New website to enhance ease of navigation and ensure compliance with AODA	Winter 2023	Website Committee Centre Administration
Increase number of power doors to ensure easy access	Winter 2024	OHSC
Exceed AODA standards for turning radius in new building. 8 foot turning radius integrated in multiple rooms in new build, and all rooms include 5 foot turning radius.	Spring 2024 pending final funding approval.	Centre Administration and architects
Wayfinding will include visual cues for all doorways	Integrated into new build design. Timing as above.	Centre Administration and architects
Exceeded AODA standards for accessible changerooms and washrooms, accessible sinks and facets in new building	. Timing as above pending approval for construction.	Centre Administration and architects
Soundproofing and dimmable lighting will be installed in all rooms in new building	Planning and design completed. Timing aligned with pending approval for construction.	Centre Administration and architects.

Barriers That Have Been Addressed 2019 - 2022 Technological	
1. Objective: Support clients, families and staff through the use of adaptive equipment and programs.	
<ul style="list-style-type: none"> • Training has been given to all staff on the use of accessibility formatting for all documentation in Word, Excel, PowerPoint and PDF documents. • Additional support was provided for document formatting with instructional videos for Word, Excel, PowerPoint and PDF documents. • The larger screens were provided for all workstations. • Ergonomic equipment was purchased for staff including chairs, mice, screen lifts and other devices as requested. • Consideration has been given to illumination in areas where glare would affect those who work in the area. 	

Barriers That Will be Addressed in 2022-2025 Technological		
1. Objective: Support through the use of adaptive equipment and programs.		
Task	Timeline	Responsibility
Implement changes to software aimed at improving the user experience.	Ongoing throughout the year	Centre Administration
Update website to be interactive and comply with the new AODA standards for WCGA 2.0 Level AA compliance.	Winter 2023	Centre Administration
Accessible workstations with adjustable desks in new build	Planning complete and timing based on final green light for construction funding approval.	Centre Administration and architects.

Barriers That Have Been Addressed 2019-2021 Information/Communication
<p>1. Objective: Ensure that all information is accessible to consumers, staff, volunteers and community partners.</p> <p>2. Ensure that consumers, volunteers, staff and community partners are able to access services using their preferred communication methods.</p> <hr/> <ul style="list-style-type: none"> • Visuals were posted throughout the Centre. • Centre Emergency Messaging system was put in place. • Speech Recognition Software was purchased for staff who would benefit from it.

Barriers That Will be Addressed in 2022-2025 Information/Communication		
3. Objective: Ensure that all information is accessible to consumers, staff, volunteers and community partners.		
Task	Timeline	Responsibility
Monitor needs of consumers, staff, volunteers and community partners through climate survey.	January 2025	IDEA and Centre Administration
Explore the availability of additional programs/devices for both staff and families.	Ongoing	Centre Administration
Visual/Auditory system installed for emergency situations in new build	Planning completed with installation pending timing of funding approval for new build.	Centre Administration and architects.
Accessible paging systems in new build	Timing aligned with pending approval for new build.	Centre Administration and architects.
Barriers That Have Been Addressed 2019 to 2022		

Policies and Practices
<p>Objective: Ensure that all policies and procedures of the Children’s Treatment Centre of Chatham-Kent will be reviewed to ensure Equity, Inclusion and Accessibility for all.</p>
<ul style="list-style-type: none"> ● Submission of AODA Accessibility Compliance review annually. ● Review of all Centre Accessibility Policies annually.

Barriers That Will be Address in 2022-2025 Policies and Practices		
Objective:		
Task	Timeline	Responsibility
<p>Policies are reviewed on a annual basis and include consideration of Equity, Inclusion and Accessibility legislation. Accessibility policy subsection has been posted to Centre P and P.</p> <p>All new policies will include consideration of Equity and Inclusion and Accessibility Legislation</p> <p>We are committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Full Center Staff roster to be trained by September 2024</p> <p>All new and incoming staff to receive training as added to employee/facility roster upon initial hire.</p>	<p>Administration</p> <p>Administration</p> <p>Human Resources/Administration</p>