
 Children's Treatment Network		CHILDREN'S TREATMENT NETWORK OF SIMCOE YORK Organizational Policy and Procedure Manual	
Section:	Health and Safety	Review Period:	2025-05-31
Policy Title:	Accessibility: Compliance with Accessibility for Ontarians with Disabilities Act	Approval Date:	2024-05-31
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PURPOSE	Children's Treatment Network of Simcoe York (CTN) has an obligation to meet the requirements of the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> .
APPLICATION	<p>This policy applies to all CTN employees, volunteers and Board members. Accessibility in accordance with the AODA applies to all CTN clients, employees, volunteers, Board members and members of the public accessing CTN sites or resources.</p> <p>Definition: <u>Disability</u></p> <ul style="list-style-type: none"> (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, (b) a condition of mental impairment or a developmental disability, (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, (d) a mental disorder, or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997</i>; ("handicap"). <p><u>Assistive Devices</u> are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs, or hearing aids).</p> <p><u>Support Persons</u> are any persons, whether a paid professional, volunteer, family member, or friend, who support a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.</p>

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	<p><u>Service Animals</u> are animals individually trained to do work or perform tasks for the benefit of a person with a disability.</p> <p><u>Reasonable Accommodation</u>: modifications or adjustments which are not unduly burdensome, that assist persons served or staff members to access benefits and privileges enjoyed by others. Examples include: making existing facilities accessible and usable by persons with disabilities; modifying work schedules; acquiring or modifying equipment or assistive devices; training materials; providing interpreters.</p> <p><u>CTN Representative</u> means every person who deals with members of the public or other third parties on behalf of CTN, whether the person does so as an employee, agent, volunteer or otherwise.</p>
POLICY	<p>Children's Treatment Network of Simcoe York (CTN) has a commitment to accessibility for: clients, employees, volunteers, Board members and members of the public accessing CTN sites or resources. Building on a foundation of our commitment to accessibility, CTN works with kids, youth, and their families, employees, volunteers and partners to identify, prevent and remove barriers to participation for all and to ensure compliance with the Customer Service Standard and the Integrated Accessibility Standards. This occurs at both the individual and agency level.</p> <p><u>Assistive Devices</u>: All persons with disabilities are enabled to use their assistive devices at all CTN facilities. CTN Representatives will be aware of various assistive devices that may be used by clients with disabilities while accessing services.</p> <p><u>Communications</u> with a person with a disability will be conducted in a manner that takes the person's disability into account. CTN Representatives will be trained to interact and communicate with customers with various types of disabilities:</p> <ul style="list-style-type: none"> • employees trained to communicate with customers in clear, plain language speaking clearly and slowly • clients will be offered various communication modes and where needs cannot be accommodated by CTN technology, the services of CTN partners



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will be engaged

Service Animals: CTN welcomes kids, youth and their families who are accompanied by a trained, accredited service animal. A service animal may accompany a client, family member or any third party with a disability to all parts of our premises that are open to the public. Although service animals are commonly dogs, other animals can be used. Service animals may be readily apparent by their appearance or behaviour, or the owner may carry documentation from a regulated health professional.


Support Persons: CTN welcomes anyone who is accompanied by a support person. Any individual who is accompanied by a support person is allowed to enter CTN's premises with their support person. At no time will an individual who is accompanied by a support person be prevented from having access to their support person while on CTN premises.

Temporary Disruption of Service: CTN is aware that temporary disruptions of services (daily functions – elevators, physical operations) and programs may occur due to reasons that may or may not be within CTN's control or knowledge. CTN takes reasonable steps to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

Receiving and responding to feedback: CTN has a Formal Complaint Policy in place that addresses feedback for how services are provided to kids and youth with disabilities and developmental needs and their families. Feedback regarding the way CTN provides services to people with disabilities is welcome and appreciated. Feedback may be provided by telephone, in writing, in electronic format, or through other means.

Customer service training: CTN provides training to all CTN representatives, on accessible customer services and how to interact with people with different disabilities. AODA compliance is reported to the Board annually.

Posting of Documents: Notices are posted at all CTN sites, informing the public that the documents required by the Customer Service Standard and Integrated

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	<p>Accessibility Standards are available upon request and will be provided in a format that takes a person's disability into account.</p> <p><u>Virtual Access to Service</u>: CTN will provide any reasonable request for accessibility and accommodations while providing or receiving virtual services.</p> <p>CTN provides means for individuals to request reasonable accommodation and a process to review, approve and develop individual accommodation plans.</p>
PROCEDURE	<p>Assistive Devices:</p> <ul style="list-style-type: none"> • CTN representatives are aware of the various assistive devices that may be used by people accessing our services • Wheelchairs are available at selected sites <p>CTN Sites and Clinical Services:</p> <ol style="list-style-type: none"> i. Clinical services are provided through contracted service agreements with Service Provider Organizations for Regulated Health Professionals, Allied Health Professionals and support personnel. ii. The CTN contracted service agreement requires the Service Provider Organizations ensure that the professionals have licenses, specific scopes of practice, and training in the use of assistive devices as applicable. iii. Prior to use of a CTN site, each clinical professional/volunteer is required to complete the CTN Site-Specific Orientation to ensure the safe use of equipment and facilities. <p>Corporate Services:</p> <ol style="list-style-type: none"> iv. Non-clinical employees are trained to interact with people that use assistive devices including but not limited to: <ul style="list-style-type: none"> ○ Hearing assistive devices ○ Live descriptive services for persons with visual impairment ○ Mobility Devices <p>Communications</p> <p>Access to communication for persons with disabilities should be as effective as that provided to persons without disabilities. When considering ways to</p>



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improve general communications, people with a disability will be involved in consultation, or in meetings. CTN uses a variety of ways, wherever possible, to make communications more accessible by:

- Considering the needs of kids and youth with disabilities and developmental needs and their families during the planning stage of services
- Using plain language to make a document easier to read for people with certain learning disabilities
- Using people first language
- Offering information in alternate formats, upon request including:
 - augmentative communication methods and strategies
 - braille
 - printed hand-outs of commonly used information
 - large print
 - sign language interpretation
 - E-mail as an alternate channel to provide accessible communication within the parameters allowable by privacy legislation
- asking before offering to help
- speaking normally, clearly and directly
- speaking directly to the person, not to their interpreter or support person

Service Animals

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on CTN premises open to the public.

- If the service animal is causing a disturbance, the person and accompanying service animal may be required to leave the area or CTN premises. CTN ensures that alternate measures are available to enable clients to access our services in this event.
- The owner is responsible to properly supervise their service animal.
- CTN anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all in mind.

Support Persons

Any individual who is accompanied by a support person is allowed to enter CTN's premises with their support person.



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- At no time will an individual who is accompanied by a support person be prevented from having access to their support person while on CTN premises
- Clients are informed of this through CTN's communication to the public.
- Support persons are welcomed to access and assist individuals with their personal assistive devices at the CTN.
- It is necessary to obtain consent of disclosure from the individual prior to discussing or releasing confidential personal information in the presence of a support person. If the individual uses a different support person for subsequent confidential meetings, a new consent will be required.

Temporary Disruption of Service

If a disruption in service (daily functions, elevators, physical operations, programs, etc.) is planned, as much notice as possible will be provided so that alternate arrangements can be made.

Informing Site Users

- Site users have access to contact information should they become aware of a situation that disrupts the use of local team space due to problems with infrastructure, space or equipment. When a problem is identified by a site user, they are required to advise the Local Site Assistant or CTN Program Manager. The site contact person will post temporary signage as appropriate.

Informing Clients

- Site users will reference the SharePoint Booking Calendar and communicate the immediate problem to users for that day. Corporate Services or CTN Program Manager will develop a communication plan in collaboration with Communications if necessary and inform the appropriate Director. If the disruption is Information Technology related (e.g. website problem), helpdesk@ctnsy.ca is contacted and they will initiate the communication plan and provide updates.
- When there is temporary disruption of any service, a notice is made available for broadcasting news and updates through the following networks, as appropriate:



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- www.ctnsy.ca
- telephone recordings
- E-alert
- SharePoint for CTN employees and partners
- temporary signage
- social media

In the event of an unexpected disruption, advance notice is not always possible. In such cases, CTN provides notice, as soon as possible, through its communication networks.

Emergency Plan: The site-specific Emergency Plan is posted on SharePoint and in each CTN Site. Upon hiring, each CTN employee is asked to self-declare their need for an individual emergency plan based on a personal disability and the plan is developed in consultation with their supervisor. Volunteers follow a similar process. Other site users self-declare their need for an individual Emergency Plan when they complete the CTN Site Orientation. The individual Emergency Accommodation Plan must be linked to the specific CTN Site Emergency Plan. Emergency plans for clients will be developed by their service providers and documented in the shared electronic record.

Process to Receive and Respond to Feedback


Families are encouraged to discuss their complaints/concerns with CTN staff or service providers for input/to seek resolution. If the issue is not resolved, it should be deemed a formal complaint. The Formal Complaint Policy will be followed. The Complaint process is available through:

- CTN web site
- Signage at CTN locations
- Can be provided in other formats if requested


Employees are encouraged to provide feedback and make suggestions. They also have an Employee Formal Complaints Policy to follow should they be unable to come to resolution with their immediate supervisor.

Customer Service Training Related to the AODA


CTN Representatives will be provided AODA training and the Customer Service

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	<p>Standard. New employees receive AODA training within 30 days of hire, after an employee commences their duties.</p> <p>Training may include the following components:</p> <ul style="list-style-type: none"> • the purposes of the <i>Accessibility for Ontarians with Disabilities Act</i> and the requirements of the Accessibility Standards for Customer Service and the relationship to the Ontario Human Rights Code • updates to CTN policies and procedures governing the provision of services in accordance with AODA • interacting and communicating with people with various types of disabilities • interacting with people with disabilities who use an assistive device, service animal or support person • instruction on what to do if a person with a disability is having difficulty accessing or participating in our services • the use of equipment or assistive devices that may be available at CTN • plans for achieving accessibility by 2027 <p>An evaluation process is in place for continuous improvement in training content and delivery. Training is recorded in employee and volunteer files as appropriate. A record of Board Training is recorded in Board minutes.</p> <p>Posting of Documents</p> <p>The following documents are to be posted at each CTN site:</p> <ul style="list-style-type: none"> • CTN Commitment Statement • CTN Compliance with AODA Policy and Procedure • The Accessibility Plan • Notice informing the public that the documents required by the Customer Service Standard and the Integrated Accessibility Standard are available upon request and will be provided in a format that takes a person's disability into account <p>Requests for Reasonable Accommodation</p> <p>People with disabilities have the right to equal treatment, equal access, and the same opportunities as people without disabilities. CTN is committed to providing reasonable accommodation to the point of undue hardship for people</p>
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	<p>with disabilities. These accommodations can apply to receiving or providing services (virtual or in person), completing tasks related to employment or volunteering.</p> <p><u>Employees</u> Employees may make requests for accommodation at the time of hire or at any time during their employment. Requests will be made to the employee's supervisor and Human Resources. Some people are unable or unwilling due to fear of stigma and stereotypes to make requests. Employee's supervisor or colleagues may also identify the need for accommodation.</p> <p><u>Volunteers</u> Volunteers will make requests for accommodation to the Community and Family Coordinators or the Manager, Family Services and Partnerships.</p> <p><u>Board Members</u> Board Members will make requests for accommodation to the CEO.</p> <p><u>Clients</u> The needs (including accommodation) of clients and their families, are identified as part of the services provided.</p> <p>Review of Accommodation Requests The person requesting accommodation plays an active role in working with CTN service providers, supervisors and management to gather information regarding specific requirements for accommodation and the options that may be available. External experts may be involved to determine accommodations required.</p> <p>Decisions on Accommodation Requests For employee accommodation requests, their direct manager/supervisor and Human Resources will evaluate and carefully consider the merits of all requests for accommodation to determine what remedial actions can be taken. Both short and long term solutions may be appropriate. Once appropriate accommodation has been identified, the accommodation details are documented in a formal individual plan. Where for financial, safety or</p>
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	<p>operational reasons, the accommodation cannot be made, the CEO will make the final decision and the decision will be discussed with the employee.</p> <p>Documentation of Individual Accommodation Plans</p> <ul style="list-style-type: none"> • Individual accommodation plans for employees will be kept in the employee file • Individual accommodation plans for volunteers will be kept in the volunteer file • Individual accommodation plans for Board members will be kept in the Board file • Individual accommodation plans for clients will be documented in the shared record • Individual accommodation plans for other users of CTN sites will be documented in SharePoint – Local Team <p>Implementation and Review</p> <p>Individual accommodation plans will be reviewed with the person on an ongoing basis to ensure effectiveness. Plans will be modified to improve effectiveness or when accommodation needs change. Non-identifying information about accommodation requests and accommodations provided will be summarized by the Director of Programs and Services to inform the CTN Accommodation Plan.</p> <p>Compliance</p> <ul style="list-style-type: none"> • CTN complies with the requirements under the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> as applicable including provision of an online Accessibility Report with the Government of Ontario, regarding compliance with the standards • The Completed Bi-Annual Compliance Audit Form is available for employees and volunteers • AODA Indicators are reported to the Governance and Service Excellence Committee and to the Board of Directors bi-annually <p>Employee Representatives will participate in AODA training and act in accordance with this policy and procedure. Employee Representatives will also self-identify any disability-related needs to perform their designated function.</p>
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	<p>Leadership Team Members are responsible to ensure all CTN Representatives act in compliance with this Policy and Procedure. Leaders will quickly respond to accommodation requests, in collaboration with Human Resources, and take an active role in the development of an accommodation plan that meets the individual's needs.</p> <p>Human Resources is responsible to ensure all CTN representatives receive AODA training upon hire. Human Resources will lead the accommodation request process in collaboration with the employee's direct supervisor/manager. Human Resources will maintain all accommodation-related documentation.</p> <p>Senior Leadership is responsible to ensure policies and procedures are established that comply with the Accessibility for Ontarians with Disabilities Act and to make reasonable accommodations when identified and bear the cost of accommodation where required.</p>
References	<p>Complaints Policy</p> <p>HR Employment Terms & Conditions - Employee Formal Complaint</p> <p>HR Employment - Recruitment and Selection</p> <p>Accessibility Planning</p> <p>CTN Accessibility Training 2017 - Update Jan 2018</p> <p>Accessibility for Ontarians with Disabilities Act, 2005</p> <p>CTN Commitment to Accessibility statement (posted on website and in all local team sites)</p>