

18 March 2020

Mr. David Schachow
Interim Director
Assistive Devices Program (ADP)
Ontario Ministry of Health
North American Centre, 7th Floor
5700 Yonge St.
Toronto, ON M2M 4K5

Re: Access to Assistive Devices in Ontario during COVID-19 Emergency

Dear David

Given the unique stresses that COVID-19 is causing in the current environment we would appreciate information from ADP as to the measures it will be undertaking to enable assistive devices vendors to serve their clients.

Authorized ADP Vendors are requesting support and a response from ADP.

Is ADP considering any of the following as temporary measures to maintain assessment and delivery services to clients? If so, would you also please advise us as to the timing of an announcement from ADP on these measures.

1. Access to care homes is an issue. Vendors' staff may not be able to enter the premises to obtain a proof of delivery signature from the client. Will ADP accept a signature from another individual on the premises?
2. Collecting physical signatures from therapists may be an issue. Will ADP accept an email confirmation from the therapist in lieu of a signature for new applications and changes to applications?
3. Turnaround time on application processing is more of an issue than ever before. Will ADP commit to measures to reduce the turnaround time on applications that are currently in process?

We look forward to hearing from you, David.

Sincerely,

Jeff Preston
President, CADA



Erin Roberts
Executive Director, CADA

