

Occupational Therapist(OT) Services

Statement of Challenge (SOC)

1.1 Background

The Government of Canada is required to provide an inclusive and barrier free environment for all its employees. Housed in Shared Services Canada, the Accessibility, Accommodation, and Adaptive Computer Technology (AAACT) program offers individual support to employees with disabilities by providing assessments of their accommodation needs and access to an inventory of adaptive technology hardware and software. The project's expertise is in computer technology, but employees frequently need a combination of technical tools, training, developing new skills, and changing ways of working. These resources are currently contracted individually by each federal department, but it would be faster and more cost effective to incorporate them into AAACT's services.

In researching these complementary services, AAACT identified that substantial client needs could be met by the services of Occupational Therapists. These providers have expertise in adapting surroundings and tasks to client needs, who will support the implementation of safe workplaces and mobile workplace solutions and to support employees and managers with training and guidance for cognitive and learning disabilities including subjects such as time management, changing workflows, and communicating needs and barriers. AAACT's traditional service stream has focused on the relationship between clients and their computers, and we are interested in incorporating non-technical solutions provided by Occupational Therapists to improve our clients' work experiences.

1.2 Problem Statement

Canada lacks Occupational Therapists that can provide ad-hoc, enterprise-wide holistic accommodation support for employees with disabilities and injuries in order to create a barrier-free and inclusive public service.

1.3 Challenges specific to the Solution:

- a) **SSC does not have the internal resources to offer these ad-hoc, enterprise-wide holistic accommodation support**
 - SSC does not have job classifications for the type of services being requested.

- The demand for services is variable and thus services must be provided on an ad-hoc basis.
- b) **SSC does not have in-house expertise in OT services**
- Canada already has people trained in general ergonomics to prevent workplace injuries, but when it comes to employees with disabilities, Canada lacks the expertise to provide specialized services related to non-standard seating and non-standard physiology.
 - Canada has Occupational Therapists who perform office occupational assessments but does not have the ability to provide services related to safely constructing mobile office solutions or provide training in time management, changing workflows, and communicating needs and barriers to an inclusive work environment.
- c) **AAACT clients have a wide variety of requirements in terms of timing, locations, and services**
- AAACT provides accommodation support to all GC departments that have varying requirements
 - Clients require services tailored to their individual disabilities or injuries
 - The location of the work will be related to the location of the client
 - Support for the managers or supervisors of these clients is not currently available or well established as to how to provide a barrier-free work environment

2. Contracting Process

2.1 Work Location

Must be able to work in at least one of the Provinces or Territories, and indicate whether your services can be provided in-person, virtually, or both

2.2 Language of Work

The Work must be performed in one of Canada's two official languages, based on the client's needs.

2.3 Steps and Overview of Roles and Responsibilities

Once an Occupational Therapist has been identified, they will be required to perform the following tasks for each client:

- Meet with a client and their manager, either in person or virtually as agreed upon, to discuss the barriers they are experiencing in their workplace and the work they need to do
- Make recommendations for accommodations – task and workplace adjustment, additional training, assistive devices (document be distributed to client and to LLSP)
- If appropriate: Provide job demand assessment (written document to client)
- If appropriate: Perform training, set up any equipment/specialized ergonomics
- Confirm status of client file to LLSP (assessment, ongoing, closed)

2.4 Tasks

Key Steps	Canada will	Contractor must
<p>Kick-off meeting with AACT must be held within 15 calendar days from the contract award date. This meeting must be held in person in the National Capital Region, or via video conference call. The exact time and location will be mutually agreed upon between the Contractor, the Technical Authority and the Contracting Authority.</p> <p>The purpose of the contract kick-off meeting is to:</p> <p>a) Review and discuss the contractual requirements and mutual obligations of SSC and the Contractor under the contract; and</p> <p>b) Review and clarify, if required, the respective roles and responsibilities of</p>	<p>Schedule & host the virtual meeting</p> <p>Provide context on how AACT client services functions</p> <p>Introduce key players on team (who OT may communicate with)</p> <p>Discuss anticipated service standards</p> <p>Share information about working with government employees</p>	<p>Attend the meeting & provide introductions</p> <p>Confirm/approve service standards</p> <p>Confirm internal process for each client</p> <p>Confirm process if contractor’s resource is unavailable</p>

<p>the Contracting Authority (CA), the Technical Authority and the Contractor to ensure common understanding.</p>		
<p>For each client: SSC provides email to initiate OT service</p>	<p>Provide overview of client request Provide contact information for client</p>	<p>Confirm receipt of initiation email Contact client within 5 business days to schedule an assessment</p>
<p>Resource provides Assessment meeting with client person or virtually</p>		<p>Perform assessment by introducing the client to the process & assessing their job requirements and barriers</p>
<p>Resource provides full Recommendation Report to client</p> <p>Report should contain</p> <ul style="list-style-type: none"> • Background information on client • Challenges/Barriers • Description of job tasks/responsibilities • Analysis • Recommendations (link to existing tools or processes) 		<p>Within 10 business days of meeting with the client, provide the recommendation report to client only</p>
<p>Resource Provides Summary of Actionable Recommendations to AACT & Manager, & Client</p> <p>Report should contain</p> <ul style="list-style-type: none"> • General recommendations for accommodation/further training for client that can be actioned by manager/AACT • Number of further hours of OT services recommended for client 	<p>Confirm report Schedule follow-up to discuss further hours</p>	<p>Within 10 business days of meeting with the client, send summary of actionable recommendations to AACT, Manager and Client</p>

<ul style="list-style-type: none"> • Specific recommendations for accommodations/further training to be provided by OT to client <p>Report should not contain specific medical/diagnostic details</p>		
If additional hours recommended: Resource & AACT discuss via email or virtual meeting	AAACT consents to/confirms additional hours for resource	Summarizes training request in report
If approved: Resource provides Job Demand Assessment		Provide job demand assessment to Client only
If approved: Resource provides training, sets up equipment etc	Accompany resource if requested AAACT Team Member works with OT and client if requested/required	Set up meetings (in person or virtual) Describe training plan to client Provide biweekly updates via email to AACT (summarizing: if client is progressing at anticipated pace; completion of stages of training/support) Contact AACT if it becomes necessary to modify number of hours committed to resource (increase/reduce)
Resource provide final report	Confirm receipt	Summary of interactions with clients by date, confirmation that the OT is closing the file

2.5 Deliverables

Deliverables	Delivery Date
Contractor's deliverables	
Job Demand Assessment (firm lot)	Within 2 weeks of client assessment meeting
Full Recommendation Report (firm lot)	Within 2 weeks of client assessment meeting
Summary of Actionable Recommendations (firm lot)	Within 2 weeks of client assessment meeting

Training, setup, other recommended (per diem)	As needed
Final report (firm lot)	Within 2 weeks of final meeting with client