



## Changes at the I CAN

The past year has been busy with changes at the I CAN Centre. We welcome new team members: Averill Tate - SLP, Corinne Tuck - OT and David Gurnett - Therapy Assistant. Averill and Corinne may be familiar to you as both clinicians were with Inclusive Learning Outreach.

We also welcome the teachers from the Glenrose School Rehabilitation Service (SRS) Assistive Technology Classroom, Lori Hughes and John Toporowski. The staff has moved to the I CAN team, and the Assistive Technology Classroom service will be delivered through the I CAN Centre. Referrals to the classroom are now redirected to the I CAN Centre. Children with complex learning and communication needs requiring use of assistive technology tools and strategies can be referred to the I CAN Centre. To initiate a referral go to [www.albertahealthservices.ca/icacentre.asp](http://www.albertahealthservices.ca/icacentre.asp) for referral forms.

Coming soon on our website, you will notice the referral forms have been changed. There is an Adult and Child Service Request Form, and accompanying secondary forms for specific assistive technology need(s) that are required. We anticipate the referral forms will be posted on the website soon.

Need to contact us? We now have an email address that can be used for general inquiries:  
[icacentre@albertahealthservices.ca](mailto:icacentre@albertahealthservices.ca).

## Communication Access to Justice

The importance of effective communication is recognized and accommodated for people who are deaf or hard of hearing through the provision of sign language interpreters; for people who are deaf-blind through services from deaf-blind interveners; and people who do not speak English or French through language interpreting services. However, Canadians

with speech and language disabilities currently do not have any formal communication assistance when accessing police, legal or justice services.

There are 440,000 people in Canada who have speech and language disabilities that significantly interfere with their ability to speak and/or understand what others are saying. Disabilities that affect speech and language can be caused by a number of underlying conditions such as cerebral palsy, stroke, autism, intellectual disabilities, amyotrophic lateral sclerosis and other conditions. Depending on the disability, a person's speech may be difficult to understand, or they may have little or no speech and use ways other than speech to communicate. Some people may require assistance to understand spoken language. People who have speech and language disabilities may have additional disabilities but they do not necessarily have a hearing loss or an intellectual disability.

The ability to communicate effectively is central to the legal and justice system. It is the foundation upon which disclosures of violations and crimes are made to police. Research shows that people with communication difficulties are at high risk for all types of abuse, crimes and having their rights violated due to the perception that they may not be able to tell someone what happened. Incorrect assumptions can be made when the real issue is a lack of appropriate communication tools and supports to communicate effectively with the assessor or with others.

Lack of appropriate communication supports for people with significant speech and language disabilities may result in serious consequences. These may include:

- Miscarriage of justice
- Increased vulnerability for abuse, crimes and violation of rights
- Increased vulnerability of others where offenses occur within services, healthcare or residential settings; reduced autonomy in important life decisions
- Little or no control in decision with a legal consequence relating to personal care, finances and property

- Limited access to and awareness of legal rights
- Entering into or agreeing to legal outcomes that do not reflect the person's legal or best interests.

Communication Disabilities Access Canada (CDAC) has received support from Justice Canada to provide specialized training for speech language pathologists to become communication intermediaries. CDAC has completed training for speech language pathologists in Ontario and Alberta, and training is in process in British Columbia. A roster of trained communication intermediaries is now available on the CDAC website: <http://www.access-to-justice.org/>

A communication intermediary assists a person with speech language difficulties in two-way communication in the legal context. The communication intermediary can assist a person to communicate their messages and to use their preferred methods of communication including speech generating devices, communication displays, gestures or impaired speech. The communication intermediary can also assist the person to express their experiences, intentions and desires, understand questions, and read and understand documents.

As a person who has communication disabilities you have a legal right to full and equal access to police, legal and justice services. You have a right to:

- Communicate about your situation, give and get information effectively and accurately
- Use a variety of ways to communicate
- Maintain full authorship of your communication
- Receive legal information in ways you understand and can access
- Have your testimony recorded in ways that protects the integrity of your communication.

Effective communication for people with communication disabilities is embedded in laws such as the Canadian Charter of Rights and Freedoms, the Convention on the Rights of Persons with Disabilities, and *Eldridge v British Columbia* (1997) 3 S.C.R. 624.

If you would like more information about access to justice for people with communication disabilities, the CDAC website contains excellent resources and links, webinars, guidelines on how to recognize when a client may have a communication disability, a self paced slide show and video segments. Videos show people who have communication disabilities talking about their

specific needs. Videos are also available on YouTube. Visit the CDAC website to find a communication intermediary in Alberta.

## **Repair Coverage for AADL Speech Generating Communication Devices**

If your Speech Generating Communication Device (SGCD) needs repair, and it was funded through the Alberta Aids to Daily Living (AADL) Program there may be coverage for the repair, once the device is out of warranty. AADL will assist in the coverage of repairs as long as the cause of repair is due to normal wear and tear, not a result of misuse by accident or abuse.

All devices purchased through the AADL program are under warranty for a minimum of 1 year. Warranties guarantee the devices to be free from manufacturer defect in materials and workmanship for the intended use of the devices.

If a device is out of warranty, and the repair is the result of normal wear and tear, AADL will assist in the cost of repair. The repair cost will be either cost-shared or fully covered depending on the client's AADL cost-share status.

Contact your assessment site and they will make every attempt to troubleshoot the issue in house. However, if this fails, then the device will need to be sent to the manufacturer for repair. Before the device is sent, it is strongly advised the client use a USB stick to back up any vocabulary and settings programmed into the device. Arrangements will be made with the client to bring the communication device, with its original packaging, into the assessment site to be sent out to the manufacturer. The assessment site will assist the client/family in identifying their cost-share status and the completion of any required AADL forms.

If it is determined that the device was damaged outside of normal wear-and-tear and likely a result of misuse by accident or abuse, repairs are not covered by the AADL program. This decision is made by the manufacturer in conjunction with AADL. In this case the family has the option of paying fully for the repair as AADL will not pay for any repair resulting from misuse. If the family chooses not to pay for the repair,

please note that the client is not automatically eligible for a replacement system from AADL.

## Communication Access Now

A Call to Action will be held in Edmonton on **Thursday, March 20, 2014 at 1.30 pm.** This event is part of a national initiative to help create communication friendly businesses and organizations and increase public awareness about the communication rights and accessibility needs for people who have significant communication disabilities. Similar events are being held across the country in February and March.

Over 440,000 Canadians have disabilities that affect their speech and / or their ability to understand what someone else is saying. Like everyone, people with communication disabilities have a legal right to equal access to goods and services. For that to happen, effective communication is essential.

Businesses, organizations and essential services in Canada are legally obliged to make their services fully accessible for people who have communication disabilities.

Communication Disabilities Access Canada (CDAC) has received support from the Social Development Partnerships Program to provide education and resources about making goods and services accessible. Visit the CDAC website for links to resources and downloadable materials, toolkits for organizations, clinicians and people who have speech and language difficulties: <http://www.communication-access.org/>.

As a person with speech and language disabilities, you have a right to:

- Be treated with respect
- Understand what the person is saying to you
- Have your messages understood by the other person
- Use the communication method(s) that work best for you
- Use a communication assistant if you want
- Have someone follow your instructions on how to communicate with you
- Get enough time to communicate your messages
- Be able to ask questions and express your opinions
- Be taken seriously
- Connect with the organization using the telephone or another way that works better for you

- Get communication supports that you may need to communicate effectively at meetings
- Get supports you may need to read, understand or handle an organization's written materials
- Get supports you may need to complete an organization's forms, take notes and sign documents.

Good communication is good business.

If you would like to attend the call to action in Edmonton or for more information about this event, contact the provincial coordinator at [canprairies@gmail.com](mailto:canprairies@gmail.com)

## Helpful Hints and Tips

### How do I lock my child out of the iPad?

We get lots of questions about how to lock the iPad. There are a number of different things that can be done. Start by ensuring you have the most up to date operating system. OS 6.0 will give you the most options for locking down your iPad.

**Restrictions:** To turn on restrictions, which allow you to control what applications are allowed on the iPad, start by going into your iPad **SETTINGS**. Choose *GENERAL SETTINGS* from the menu on the left side and then scroll down until you see *RESTRICTIONS*. Once in the Restrictions settings, touch *Enable Restrictions* at the top. This will ask you for a four digit pass code. This pass code is used to change the restrictions settings in the future, so make sure your child cannot easily guess the pass code.

You can choose what features your child can access on the iPad. You can limit which websites your child can view by putting an age restriction on the apps downloaded. You can even turn off app downloads completely, which allows you to closely monitor what your child is doing on the iPad. This includes the Safari browser, YouTube and iTunes, so you can restrict your child's ability to view websites, watch videos and purchase music from their iPad.

### How do I disable Safari and YouTube on my iPad?

Safari and YouTube are native applications that come with the iPad, so you can't delete them. However, you can disable them, which will remove the icons from the iPad. You can do this by flipping the on switch to off next to both Safari and YouTube.

### How do I turn off In-App Purchases?

Many games that start off as free use in-app purchases to allow you to continue in the game, play the game without advertisements, or buy currency or food to win the game more easily. If your credit card or other payment information is linked with your iTunes account, these in-app purchases can quickly add up to a high price tag. Once you turn off in-app purchases, the option to buy these extras within games and apps will be disabled.

Go to SETTINGS app, then click on GENERAL, then touch ENABLE RESTRICTIONS, scroll down to ALLOWED CONTENT. You will see the IN-APP PURCHASE option near the bottom; slide the bar to OFF.

### How Do I set up Guided Access?

Guided Access is built into OS 6, which allows you to prevent an app from being exited by disabling the Home button on the device. By default, the Power button on the device is also disabled. You need to turn on Guided Access, and then enable it within the app that you want to prevent from being exited.

#### To turn on Guided Access:

1. Go to the SETTINGS app on your device's home screen.
2. Tap *General*.
3. Tap *Accessibility*.
4. Scroll down and tap *Guided Access*.
5. Toggle *Guided Access* to ON.
6. Tap *Set Pass code* and enter a four digit pass code. You will be prompted to enter it again.
7. (Optional) Toggle *Enable Screen Sleep* to ON if you want to be able to put your device to sleep with the Power button, otherwise the Power button will be disabled.

#### To start Guided Access for an app and prevent it from being exited, do the following:

1. Open the app that you want to lock in.
2. Quickly press the Home button three times to bring up the Guided Access menu.
3. Tap the *Start* button in the top right corner of the screen to activate Guided Access. A message stating "Guided Access Started" will briefly appear.

#### To end Guided Access for an app so it can be exited, do the following:

1. Quickly press the Home button three times to bring up the Guided Access menu.
2. Enter your four digit pass code when prompted.
3. Tap the *End* button in the top left corner of the screen to end Guided Access. A message stating "Guided Access Ended" will briefly appear.

#### How to make the most out of your device battery

In order to extend the life of your battery and its ability to hold a charge, ensure that your device battery is fully discharged, and then fully charged at least once a month. This conditions your battery and helps improve your battery life throughout the day. As a general rule, the lower the battery percentage is before you plug it in, the better. Another factor that affects battery life is the number of applications you are running on your device. It's a good idea to get into the habit of closing apps, Bluetooth, and wifi when you are not using them. That way, they are not constantly running in the background and using up precious battery life.

# I CAN Centre for Assistive Technology Education Calendar

**March 2014**

**Thursday, March 27, 2014**  
**Word Q and Speak Q**

**9:00 am - 12 noon (Check in 8:45 am)**

**OR**

**1:00 pm – 4:00 pm (Check in 12:45 pm)**

**Location: I CAN Centre**

**Registration: Required**

**Fee: No fee**

**Registration Deadline: 13 March 2014**

**Future education events will be posted at a later date**

# I CAN Centre for Assistive Technology

## REGISTRATION FORM

Please fill out one form for each registrant

### Workshops

CHOOSE **ONE** SESSION TO ATTEND

**Word Q and Speak Q**  
27 March 2014  
9:00 am – 12 noon  
Fee: NO FEE

**Word Q and Speak Q**  
27 March 2014  
1:00 – 4:00 pm  
Fee: NO FEE

**Please Note:**

\* **Registration is not guaranteed unless registration form is received prior to the event.**

\* **Notice of cancellation must be provided in writing 5 business days prior to the date of the session. Substitutions are welcome.**

Name: \_\_\_\_\_ Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Prov: \_\_\_\_\_ P. Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ (print email address legibly)

**Please add my email address (above) to the I CAN mailing list**

Mail, fax or email registration to:

Audrey Synowec, I CAN Centre  
Glenrose Rehabilitation Hospital  
10230 - 111 Avenue Edmonton, AB T5G 0B7  
Phone: 780-735-6070 • Fax: 780-735-6072

Email: [icancentre@albertahealthservices.ca](mailto:icancentre@albertahealthservices.ca)

Web site: [www.albertahealthservices.ca/icancentre.asp](http://www.albertahealthservices.ca/icancentre.asp)

## **Education Activities at the I CAN Centre**

Please note that the deadline for course registrations is two weeks prior to the course date. We reserve the right to cancel a workshop if there is insufficient registration. Courses will be offered if there are ten or more registrants. Registration receipts will be available on the day of the workshop. Please advise the Centre if you need accommodations for special needs.

## **Important Information about Public Parking**

**Glenrose Underground Parkade** on 111<sup>th</sup> Avenue

Credit card/coin: \$2.00/half-hour

Daily parking passes for 8 hours: \$15.00 from the Pay and Display Machine in the Underground Parkade

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**I CAN Centre for Assistive Technology**

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