



# ARCH Bulletin on COVID-19: Responses to the Assistive Devices Program (ADP) Questionnaire

## Thank You for Participating in ARCH's Questionnaire About ADP

ARCH is pleased to let you know that we received a large number of responses to our ADP Questionnaire. The responses were from all over the province, including northern, southwestern, eastern and central Ontario. ARCH believes that your answers give us enough information to understand some of the problems you have experienced with ADP. Here is a summary of what ARCH learned from your responses to the ADP Questionnaire.

The majority of answers – almost 50% - were from people who had filed applications for assistive devices between January 1, 2020 to March 24, 2020. About 12% said that they had filed applications after March 24, 2020. The remainder of the responses were from individuals whose applications were filed between June to December 2019.

Over 50% of the responses said that getting a mobility device was an issue. Getting respiratory equipment and supplies was a problem for almost 25% of the respondents. The remainder of responses showed that hearing and communication devices were difficult to get.

Over 50% of the people who responded said that there was a major problem with the co-payment required for an assistive device. 25% said that they had been denied co-payments from any available sources.

It is clear that significant concerns regarding ADP existed long before the COVID-19 pandemic, and before ADP closed its offices on March 24, 2020.

The results also show that the problems facing persons with disabilities who require devices are not only about delay in having an application processed by ADP. Financial issues around co-payments are also of significant concern.

Many of you provided stories about the harsh impact of not getting assistive devices properly, or getting devices that don't meet your particular needs.

Information provided in these materials is not intended to be legal advice. Consult a lawyer or legal worker if you need legal advice on a specific matter. This information is current as of May 28, 2020.

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[www.archdisabilitylaw.ca](http://www.archdisabilitylaw.ca)

It is too early to know whether a move to on-line applications for ADP will answer those problems. ARCH will reach out to collect additional examples of the problems you encounter with ADP. Your experiences are a critical part of any strategy that ARCH develops. ARCH will develop a long-term strategy to learn in more detail the kinds of difficulties you have experienced with ADP and how we can help to fix them. We will continue to let you know what we are doing about ADP and how you can be involved.

Persons with disabilities who live in Ontario can call ARCH for free, confidential legal information and summary advice. To find out about the kind of legal advice ARCH provides and how to book an appointment, please use the following link: <http://archdisabilitylaw.ca/services/>

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