

## **RCC Assistive Technology Process Review**

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**Program/Dept:** Rehab Centre for Children

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The Rehabilitation Centre for Children (RCC), 633 Wellington Crescent, Mechanical Design and Services (MD&S) Program provides adaptive equipment and technical services to meet the specific and unique needs of children with physical and developmental disabilities in Manitoba, NW Ontario, and Nunavut.

Referrals for services arrive via RCC clinics, community-based therapists, RCC therapists, St. Amant Centre, and Children's Hospital. The child's needs are assessed and translated into drawings and specifications for manufacture. The equipment is custom-built, or in some cases bought commercially, and delivered to the client.

Lead-time for delivery of equipment from initial assessment has steadily increased in recent months to its current level of approximately 16 weeks. Lengthy delays cause hardship for clients and families who rely on the equipment for mobility, seating, and recreation. RCC MD&S wishes to reduce lead-time for the delivery of equipment from the time of assessment to a more acceptable level of approximately 5 – 7 weeks. The PMO will work with RCC MD&S to conduct a process review and develop recommendations to achieve this reduction.