

## **Special Education and Inclusion Action Plan for Communication 2023-2024 (Draft)**

### **Objective**

This action plan is designed to support parents/guardians/caregivers and students in accessing information on special education supports, services and programs in the TDSB.

### **Key Areas of Focus**

The Proposed K-12 Education Standards Report has identified 5 Key Focus Areas: Accessibility Awareness and Training, Awareness of Accessibility Accommodations (policies, processes, programs), Information, Communication, and Inclusive Decision-Making, Transition Planning, Inclusive and Accessible Learning Spaces.

Feedback from the SEAC K-12 Committee has focused on **Information, Communication, and Inclusive Decision-Making:**

### **Communication**

- Communicate key information about Special Education in a readily accessible, understandable way and in multiple formats.
- Provide information on Special Education supports, services and programs for students with special education needs and processes.
- Ensure that communication is accessible on the central TDSB web as well as available at the school.

### **SEAC K-12 Consultation and Recommendations**

The SEAC K-12 Committee provided a number of recommendations connected to the internal and broader system communication on special education supports, services and information for families during the two meetings held on October 13, 2023 and November 1, 2023.

Based on the feedback provided by SEAC K-12 Committee, the following actions have been identified as achievable priorities for the 2023-2024 school year:

#### **1. Accessing Information on Website**

**SEAC K-12 Recommendation:** Develop an access point that has inclusive and concise language and provides a direct link to information (e.g., What if a parent doesn't know what Special Education and Inclusion is? How do they know where to

go?). They also recommended reviewing language to include the word 'disability' throughout the website.

**Action:** Special Education and Inclusion will work with Communications to identify clearer language to include on the Special Education and Inclusion landing page.

**Timeline:** December 2023 - March 2024

## **2. Frequently Asked Questions (FAQ) Document**

**SEAC K-12 Recommendation:** Develop a resource for parents to answer frequently asked questions. Have this accessible on the webpage and lead parents to the information for questions they may have (e.g., I have a question about...Where do I go?).

**Action:** Special Education and Inclusion will develop some FAQs to be posted on the Special Education and Inclusion website. This document will be updated on a regular basis. SEAC K-12 members are invited to suggest topics/questions for consideration. The FAQ will also direct the user to the appropriate sub-section of the Special Education Plan instead of to the entire document. Hits on links will be monitored and frequently accessed links will be reviewed for additional actions.

**Timeline:** December 2023 and ongoing

## **3. Accessing Information on Special Education and Inclusion Website**

**SEAC K-12 Recommendation:** Review how information is presented (e.g., in user-friendly language), ensure that the format and layout of the Special Education and Inclusion site requires less clicks to get to the information, and reduce the amount of text on the site.

**Action:** Special Education and Inclusion will work with Communications to complete a scan of the language used on the website and will adjust to make it accessible to all (no jargon, clear and accessible). The design and layout of the Special Education and Inclusion page will be reformatted.

**Timeline:** December 2023 - March 2024

## **4. Special Education Plan Summary**

**SEAC K-12 Recommendation:** Summarize the Special Education Plan. It is too daunting for parents to access information.

**Note:** The Special Education Plan is a Ministry requirement and must contain information as outlined in each section. The SEAC Special Education Plan Working Group provided feedback on behalf of SEAC that resulted in each section being linked

for ease of access to specific information. The Ministry requires that each school district submit a [Parent Guide to Special Education and Inclusion](#), which is a more user-friendly package of information for parents/guardians/caregivers. The TDSB also has several additional [guides for parents/guardians/caregivers](#) to make accessing information on special education and inclusion more accessible.

**Action:** The Special Education and Inclusion Department will review the Special Education Plan webpage to see if it can be reorganized to make it more user friendly. Direct links to specific sections will be added to the FAQ (e.g., transportation section).

**Timeline:** March 2023

## 5. Informational Videos and Parent Guides to Special Education

**SEAC K-12 Recommendation:** Provide information in multiple accessible formats.

**Action:**

- Parent Guides: Beginning in the 2022-2023 school year, a number of parents guides were created to provide information to parents on key special education and inclusion processes. The guides are downloadable in MS Word, as well as have audio in a digital version.
- Short Informational Videos (in progress): Short informational videos are currently being developed. These videos will have accessible language and subtitles, and will be stored on the TDSB Youtube channel. They will also be linked on the public facing website.

**Timeline:** Ongoing

### **Additional SEAC K-12 Recommendation shared with Special Education and Inclusion and Communications**

Additional recommendations that were shared with TDSB and Communication Department:

1. **Website Overhaul:** SEAC K-12 Working Group recommended a complete TDSB website overhaul. The Communications Department will take this under advisement.  
This would be a multi-year process. Communications has received the feedback and will take the SEAC K-12 recommendations under advisement when the larger website review is conducted.
2. **Student Voice Portal:** SEAC K-12 Working Group recommended the creation of a place for students to share about their experiences in Special Education.  
The TDSB will continue with its present approach to gathering student voice. TDSB conducted a Parent and Student Census in 2022-2023. Results will be shared with each school and central department. This feedback will be provided

to central departments to plan capacity building opportunities for staff at all levels to address concerns raised by students.