

## ACCESSIBILITY PLAN

**2012 -2013**

Pre-amble- This plan is an update of our accessibility plan. The plan is divided into 7 core areas- environmental, communication, employment, transportation, financial, attitudinal and architectural. We strive to provide services that support participation of all. We focus on the strengths of the individual and their family at home , school, workplace, and community. We pursue education, research and advocacy. The Centre is committed to providing barrier free access to services and information for our clients, families, our volunteers, staff and guests, to broaden the scope of accessibility planning and to continue working with our community partners to achieve a barrier free society.

Methodology for identifying the barriers-

Plan review- annually and as needed.

Accessibility Audit- developed identification of a barrier form. Include questions on annual satisfaction surveys.

Focus groups

It is the responsibility of the health and safety committee to review this plan annually.

<b>Type of Barrier</b>	<b>Identified Barrier</b>	<b>Identified Positives - things already being done.</b>	<b>Identified Improvements/Actions to remove barrier.</b>	<b>Time Line/Progress. Priority rating</b>	<b>Notes – updates to September 2013</b>
<b>Architectural- Goal is to have a fully accessible buildings at all sites.</b>	No access to basement at 1515 for those that use walkers or wheelchairs.	Government commitment to access for all Canadians.	Applications and searching for funding is ongoing.- currently looking at a plan for a covered area in the front of the building allowing access to the basement.	Priority-	Applications and searching for funding is ongoing. Grant not approved Spring 2013. Inquiry to School District done.
	Safety in building	Door buzzer, push button automatic door opener.	Alarm system. –ongoing.	Ongoing.	Re issued alarm codes in 2012 – to do annually.

Updated and reviewed over the summer of 2012. Reviewed Summer 2013 – to September Board meeting

		Fire alarm activated door closures between upper and lower floors.			Done September 2013.
	Stairwells to lower floor	Stairwells kept clear of clutter	Applying for funding to either do a ramp, install an elevator or modify the stairs to allow a stair lift.	High Priority done each time we see a possible grant to apply for.	Continuing to problem solve. Had one drawing done for a possible ramp access.
	Access to playground at 1515 Kingfisher		Stairwell access, boulders and sloping ground at gate entrance	Medium Priority – watching for playground grants.	Continue to watch for grants.
	Consistency of heating – both at 1515 and Cormorant		When financially possible both buildings need upgraded furnace systems.	Staff would like this as high priority but no funding identified at this time.	Asked School District re: costs of new furnace and possibility of this being added to our rent.
<b>Attitudinal- goal is to be aware of attitudinal barriers and reduce or eliminate these.</b>	Understanding/knowledge of all staff and volunteers of cultural differences/disabilities and	Cultural Competency and Diversity plan and actions identified and implemented.	Include this competency in staff training.  Satisfaction surveys are distributed to all served and staff annually.  Include review of codes of conduct and cultural/diversity safety at the time of annual performance reviews.	High priority- training set annually. See Diversity and cultural competency plan. Surveys done annually.	Cultural Diversity plan completed. Presented to staff and board spring of 2013. Presented as a coffee question in August 2013.
	Advocacy for those with disabilities	See board policy on advocacy – developed 2010 and reviewed	Member of BCACDI- provincial association that has an advocacy role.	High and ongoing priority	Ongoing- ED continues to sit on provincial

		annually.			committees for contracts. Presented to finance committee in 2012 and scheduled for 2013.
	Intake privacy		On-going look at office use of office space.	Discussed September 2012.	Reminders to staff re: room booking is ongoing.
	Safety when dealing with aggressive clients.	Policies in place. Review policies with staff annually.	Non-violent crisis intervention training.	Low priority this year.	Completed NVI training of two staff in August 2013. Starting coursed on site in September 2013.
<b>Communication</b>					
<b>Goal is to consistently have accurate and available information.</b>	Messaging to the community of our services	Updated brochures placed in community locations. Annual meetings with community professionals	Name change Fall of 2012. Develop a communications strategy/plan. Work on increasing resources to work on web site.	High priority High priority	Name change not completed. Challenge with Society Act. Will continue to work on this.
	Communications to all	Communicate with clients in person, by phone, cell phone, email and/or texting.	Parent handbook, client handbook, Web site, staff newsletters. Augmentative communication is available as required.  Continue to explore having a literacy – translation group.	Annual review and update every September	Handbooks reviewed and being reprinted in Sept. Update of web site is in progress fall of 2013.
	Awareness of all staff of Centre plans- accessibility,		Publish updated plans onto our web site and maintain a clean “k” drive used	High priority – aiming to complete by December	In progress.

	strategic, etc		by all staff.	2013	
	Telephone system- size of keypad/length of call in numbers		When possible will update phone system.	Low to med. Priority- in technology plan and need to access financial resources first.	Quotes for new phone system being collated September 2013.
	Large amount of resource materials – how do we disseminate this, translate to other communication means.		When updating the web site consider how to electronically share information.	Med to high priority	Using scanning and clean up of K drive shared resources Summer of 2013. Ongoing.
<b>Employment Goal is for employment to be barrier free.</b>	Staff access to communications		Cell phones, computer access provides as much as affordable.	High- ongoing – see technology plan.	
	Sign in and out- working alone/home visits		Working on the lower floor and awareness of being the last worker in the building.	High – to be addressed September 2012	Reviewed after break in – and in orientation manual.
	Employment	Equal opportunities employer. Strive to be a violence free work environment.	No identified actions – continued monitoring.		Continued monitoring.
	High number of policies/procedures and forms to be used to meet standards.		Clean up “k” drive/ put all forms on.	High – target date of December 2012	Did not meet target- but lots done summer 2013 and this is ongoing.
	Accommodated Employment		Accommodated employment policy in place and modifications are made on a need basis.	On a needs basis.	
	Staff health.		Support/ Implement health and wellness programs.		Review of benefits showed that

					newsletter tips was helpful. Also PT and BB staff took lead to do staff wellness activities.
<b>Environmental Goal is to have a health, environmentally safe work place</b>	Cleanliness/Sanitation	Health and Safety committee	Regular meetings. Continue to implement 5S Complete equipment/resource inventories and review use of storage.	High and ongoing- see health and safety policies and procedures.	
	Weather		Closure policy in place. Health and Safety critical incident guide posted in all work areas.	Post policy and reminder every fall.	Done – for October 2013.
	Parking lot – lighting and cramped parking area.		When possible ( affordable) do parking off the side of the building	When possible will fix lines in parking lot to give more room,	Dec/Jan 2013 informed School District regarding the lighting not working. Replaced all our outside lights. Done spring 2013. Janitor now able to do light.s
	Drop off area at front entrance can get congested.		Did paint the lines and put up signage.	Jan 2013 added signage to remind which area is for those with disabilities to park.	
	Process for obtaining information on accessibility concerns in the community.		Access or participation to the District Disability committee and their work on community accessibility. Currently have contact with the Age Friendly		Continues.

			Community committee.		
	Conference rooms	Kitchen space	Round table – chairs and useage decisions for the front meeting room		Continued discussion on use-age
	Youth comfort at accessing the Centre.	Change name to meet all client needs.	Focus group to ask what would increase their comfort.	High priority – depending on service to be provided this coming year.	Continues
	Staff recruitment and retention.	Advertise in local paper and through community partners.		Ongoing.	Attended immigration workshop August 2013 and considering other ways to recruit workers-specifically youth and apartment workers.
	Staff/person served allergies	Scent free environmental policy. Non –smoking policies			
	Safety – electrical/access to stove		All plugs have safety plugs. Coffee and kettles are on higher surfaces.		
	Cormorant staff parking and parent drop off.		Continue to work with school board and if monies found do ramps and parking area.	Low to med. Priority actions this year. \$\$'s	Continues.
<b>Financial- Goal is to have a financially viable and sustained services.</b>	Cost of Pre-school/day care services.	Most services are free-	Continue to apply for access grants for pre-school/day care services.	Med.	RBC grant success again this year - \$20,000
	Services sustainability. Services adapted due to limited funding.	Awareness to contractors regarding “true cost” of providing	Ongoing application for grants to support Centre services. Develop a targeted fund raising plan.	High to review this fall (2012)	Continued reviews and plans. See ED report re Finance for

		services			Sept 2013.
	Funding not available for serving all service needs.		Work with funders and community to identify service needs and find funding.  Increase staff skills for proposal writing.	Ongoing  Ongoing.	Ongoing. Completed CLBC eligible provider applications so we can diversify and do adult services.
<b>Transportation Goal is for transportation access for all.</b>	Cost of transportation		Staff are supported for transportation costs to do home visits and on approval for program transportation of clients. Bus and taxi vouchers supplied by some programs.	Ongoing	For SF program using donated dollars to use licensed handi-dart to transport families to services.
	Transportation safety	Staff trained as Car Seat Technicians.	Regular vehicle inspection reports required, first aid kits supplied for all vehicles, drivers abstract required for all staff authorized to transport clients.	Bi annually	Staff updating of car seat use being done by nursing staff.
<b>Other identified barriers</b>					
<b>Integration</b>	Inclusion of all.	Transition to school booklet and process Housing committee SCD support	Transitioning to adult services has been identified as needing resources. Housing needs study and housing task force addressing housing needs.	High priority for the community.	Housing Resource worker started August 2013.
	Playgrounds upgraded for access for all	Pre-school supervisor completed playground safety course.	As grants become available will apply for playground upgrading.	Medium to high priority.	
<b>Access to technology</b>	Technology is increasingly being used –knowledge and affordability to access	Some staff are using their own ipods, ipads, and phones instead of	See technology plan. Education, accessing resources and use of technology addressed in that plan.	Emergent and medium needs.	

	technology needs to be enhances. Cost to keep updated with technology is a challenge.	centre phones.			
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