

# Accessibility Plan 2020

This plan pertains to the following programs:

The data and information that informs this plan comes from the following sources:

- 1) Feedback from persons served
- 2) Management meetings
- 3) Stakeholder feedback
- 4) Monitoring of community trends
- 5) Direct observation and feedback from staff

Barrier Type	Description	Program, location	Actions to be taken	Timeframe
Architectural	The homes that we rent are not accessible for wheelchair users because there hasn't been staff or youth that have required this accommodation	Group Homes	Continue to Examine structures of future group homes to ensure accessibility for youth matched with that home. If we had an applicant for a CCC Program position that required accommodation in this manner we would need to look for an arrangement with the landlord to address.	Ongoing
Environmental	Issues with neighbors can create negative living environments when a youth is in crisis that may be noticeable to the other homes in the vicinity.	All locations	We work hard to educate our neighbors on the needs of the youth while also maintaining privacy and confidentiality. This is an ongoing challenge that we discuss in staff and house meetings regularly.	Ongoing
Attitudes	Staff approach to working with youth from preconceived assumptions about working with children or managing challenging behaviors. From lived experience or other work Doesn't necessarily translate to this population.		Increase training and staff sensitivity to youth. Increase support provided to staff through monthly and informal supervision and observation. The annual focus groups help to keep this issue as prescient	Ongoing
Finances	Financial security is dependent on the	Programs	Sustainability of the program is dependent upon the continuation	The CCC program

	payment through a pilot with DCBS.		of the pilot or a shift to an alternative payer source. Continue to use opportunities to advocate to Medicaid and MCO's to implement a code that would more closely align with the services the CCC program provides.	continues to be part of a pilot project. At this time the program continues to be part of a pilot project.
<b>Employment</b>	Recruiting diverse staff in terms of age and experience limits access to experience and knowledge and the retention of staff	Program, all locations	Monitoring retention as part of PIP, strategy meetings to address retention to come up with new ways to offer incentives to staff. Monitored through annual focus groups, exit surveys, staff surveys, supervision. In 2019 and 2020 expecting the Culture Council to take on a more focused role in gauging staff morale and improving communication/understanding of issues impacting day-to-day operations.	Review on a monthly basis at management meetings and through PIP, business plan monthly updates
<b>Communication</b>	Service delivery is limited to English speaking and verbal language. Increased knowledge of sign language and other spoken languages or interpreter services is needed.	Program, all locations	Seek interpretive services for non-English speaking clients. Seek and implement training programs for staff to develop a fundamental knowledge of sign language.	Ongoing
<b>Communication</b>	Because of the geographic spread of the CCC homes and other issues such as staffing patterns keeping lines of communication open and efficient has been identified through the focus groups as an ongoing challenge. How to share important information without overwhelming inboxes and creating fatigue is a secondary concern	All locations	In February 2020 the use of a social media tool known as Jiffy Jab was discontinued due to a change in agency ownership. In Q2 2020 the agency began using Microsoft 365 for staff using company owned computers. As part of this change it was not feasible for all staff, particularly direct care staff to have their own email address. In order to facilitate communication emails for those that do not have company email addresses will be going to a designated person email address. Text messaging has also been found to be an effective tool and will continue to be used.	Due to the recent change in moving to a platform where not all staff have access to a company based email account, communication strategies will continue to be monitored.
<b>Technology</b>	Due to the COVID-19 Pandemic the agency has used technology to	All locations	Continue to make sure that staff and group homes have access to technology such as tablets, headphones and other devices to	March 2018, Ongoing

	<p>provide access to telehealth services. Each group home has the technology available so that ABA services can be provided via telehealth. In 2020 we also began using platforms such as Zoom and Teams to conduct staff meetings and we adjusted our CCC Direct Care Staff orientation training so that most of the core content areas are accessible via Zoom or other telecommunication platforms.</p>		<p>ensure that telehealth service delivery, particularly for ABA services continues. Seek feedback from) to gauge the effectiveness of this method of service delivery and look for ways to improve service delivery.</p>	
<b>Transportation</b>	<p>The agency makes a concerted effort to match the physical locations and infrastructure of the homes to the needs of the youth prior to placement as part of the referral process. We have to date been able to ensure that all of our homes are on a bus route and are located within City limits making them accessible to staff, for youth and their families. It becomes more challenging to find locations within the City due to a rise in property values and a decrease in the number of rental homes that meet our criteria.</p>	<p>CCC Program</p>	<p>Monitor the housing market and the referral pipeline for potential matches and work with our preferred landlord to keep options open and available for our use</p>	<p>Ongoing</p>
<b>Community Integration</b>	<p>Because of the individual needs of the youth their participation in community integration events is always presumed</p>		<p>We make alternative arrangements to facilitate as much participation as can be safely managed. In Q2 and Q3 2020 the program has had to limit community integration due to</p>	<p>Ongoing</p>

	and planned for but may not be possible due to sensory challenges or trauma triggers on the day.		safety concerns raised by the COVID-19 Global Pandemic. to try to limit, and when possible, safely implement community integration activities.	
<b>Technology</b>	Due to the COVID-19 Pandemic CBA (provider of ABA services) requested to provide services to CCC clients via telehealth.		In March 2020 each group home received a tablet and headphone	March 2020

Approved: