

It's My Life Kamloops Society

ACCESSIBILITY PLAN

2017- 2018

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TABLE OF CONTENTS

- i. Executive Summary
- ii. Review and Monitoring Process
- iii. IMLKS Accessibility Plan
 - ❖ Architecture
 - ❖ Attitudinal
 - ❖ Communication
 - ❖ Environmental
 - ❖ Employment
 - ❖ Financial
 - ❖ Transportation
 - ❖ Service Intake Criteria / Other
 - ❖ Diversity

EXECUTIVE SUMMARY

It's My Life Kamloops Society (IMLKS) currently serves 12 adults with developmental disabilities and their families.

IMLKS has values and beliefs that act as a guiding force in all the supports we provide to the persons served. Since 2013 IMLKS has been committed to supporting purposeful and meaningful lifestyles through personalized support systems to meet the individual needs through a continuum of prevention, intervention, and a focus on growth and development, by respecting personal choices, promoting valued roles in the society, empowering every individual, and utilizing their personal skills and capabilities to their full potential.

IMLKS's intent is always to enhance the lives of the people it serves, and implement non-discriminatory employment practices, meet all legal and regulatory requirements and meet the expectations of all our stakeholders regarding accessibility, including our funders and public at large.

REVIEW AND MONITORING PROCESS

It's My Life Kamloops Society's Accessibility Plan is reviewed annually and the communicated areas of improvement are noted. Input into the Accessibility Plan is sought out from individuals served, employees, families, and external stakeholders. Progress is reviewed, documented and dated. Accessibility is a standing agenda item in all IMLKS's managers' meetings as well as person's served individual staff meetings. The Accessibility Plan is in writing and is used as a resource to inform operating and organizational strategic planning.

ACCESSIBILITY PLAN 2017-2018

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Architecture - Physical barriers to accessibility (Community).		All public buildings that are not accessible	Not all public buildings are accessible (Parking, automatic doors, ramps)	Short Term: Continue to talk to local business and brain storm ways to accommodate and make the community more accessible.	B	N/C	Service Coordinators, and Direct Support Staff/Contractors	Review Annually On-going

Priority "A" *High Priority*
N/A: *Not applicable*

Priority "B" *Medium Priority*
N/C: *No cost (or negligible costs) to IMLKS*

Priority "C" *Low Priority*
TBD: *To be determined*

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Attitudinal – goal is to be aware of attitudinal barriers and reduce or eliminate these. Understanding/ Knowledge of all staff and families of persons served of Cultural differences/Disabilities	<i>Provided Optimal Individual Service Design (OISD) training to Executive Director</i>	All IMLKS	Ensure all employees understand the history of the community living movement and the importance and benefits of person centered planning.	Continue to provide training opportunities for employees and families and that all involved recognize the importance and value that autonomy provides people	A	TBD	Executive Director and Service Coordinator HR Coordinator Janet Klees Michael Kendrick	*Upon hire of new employees and as opportunities are available
	<i>Provided workshops as presenters and funds were available e.g. Janet Klees' SRV workshop</i>			Include this competency in staff training. Continue to educate new staff on the changes seen in the person(s) served after adopting a person centered approach for them.	A	N/C	Management Michael Kendrick	*Upon Hire and annually or as training opportunities are available
	<i>Building a Context for Relationships & A Follow up Conversation April & Oct 2014-2015</i>			Satisfaction Surveys are distributed to all staff and families annually	A	144	Service Coordinator/ HR Coordinator	Annually
	<i>October 2016 Michael Kendrick Right Relationship and Creative Individualized Support Options January 2018</i>			Include review of codes of conduct and cultural/diversity plans at the time of annual reviews	A	N/C	Service Coordinator	Upon Hire and Annually
	<i>Surveys were</i>							

	<p><i>sent out in October of 2017 as well as April 2018</i></p> <p><i>IMLKS developed a Cultural Competency and Diversity Plan. This was done by the Executive Director on August 23, 2017</i></p>							
	<p><i>In 2017 IMLKS held a Strategic Planning Meeting which all Persons Served, their families, employees and Board Directors were invited to attend.</i></p>		<p>Ensure all employees and contractors actions in their work represent IMLKS's Values as an Organization.</p>	<p>All staff are given access to Conversations That Matter (CTM). This is an online values based training program that gives all IMLKS employees and persons served access to continual training and resources by leaders in the Human Service Field. Mission and Vision Statement to be reviewed at every staff meeting.</p>	A	500-1000	HR Coordinator	<p>*Annually and Upon hire of new employees and contractors. *Discussed in monthly team/staff meetings and weekly management meetings.</p>
Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date

Attitudinal Continued.. Advocacy for Persons Served to find suitable employment in inclusive settings	<i>A number of person served have held or continue to hold employment in our community in inclusive settings for 6 months or longer</i>	Employers in community	Reluctance to hire people with disabilities.	Continue to work with Inclusion Kamloops Society's 'IES' (Innovative Employment Solutions) Manager to job match and job carve with local employers.	A	N/C	Service Coordinators and Direct Support Staff, Persons served and IES Manager	*Currently undergoing as required according to people we support individual plans and their desire to seek employment.
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Priority "A" High Priority
N/A: Not applicable

Priority "B" Medium Priority
N/C: No cost (or negligible costs) to IMLKS

Priority "C" Low Priority
TBD: To be determined

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Communication – Absence of devices to assist people with certain disabilities as well as use of language or materials that cannot be understood by individuals.	<i>Partnership with Communication Assistance for Youth and Adults (CAYA) A number of referrals were sent through to CAYA to support Persons Served to receive adaptive devices</i>	IMLKS	Not all IMLKS foundational documents are in "plain language":	Self-Advocates group to review all IMLKS new documents and/or assist in the rewriting of documents in plain language (Windows – convert documents with help using Pictograms (pictures instead of words) Braille, audio, ect.	B	N/C	Human Resource Coordinator and Service Coordinators and SUSA group	*Fall 2018
			Individuals Plans could be in a format that is easier for person served to share with people	Individual Support Plans/Person Centered Plans to be available in an audio format by the end of 2018.	A	N/C	Service Coordinators, Support Staff	End of 2018
			Not all staff are trained in alternate	Work with CAYA to try and	A	N/C	Service Coordinators	*Upon hire, Review

	<i>CAYA Referral that was put through 2 years prior was completed and we were able to get another person served set up with an alternate communication system to utilize on a trial basis.</i>		communication methods	expedite their referral process			and Executive Director	annually or as needed.
			Referral process to CAYA very timely	Ensure all people accessing service have access to best means of communication and train staff in method preferred.	A	TBD	Service Coordinators	
			Access to community resources for Alternative Communication are limited	Person Served Surveys to be created with Pictures for 2018 Lifebooks have been started by the supported individuals as a way to illustrate their life to others	A	TBD	Executive Director Support Staff and Persons Served	Ongoing, books to be updated monthly
		Community at large	Not all public buildings and facilities have staff trained in alternative communications.	Public promotion of access for individuals with disabilities and technology assistance.	A	N/C	Executive Director and Service Coordinators	Ongoing Advocacy

Priority "A" High Priority
N/A: Not applicable

Priority "B" Medium Priority
N/C: No cost (or negligible costs) to IMLKS

Priority "C" Low Priority
TBD: To be determined

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Community Integration – All barriers keeping a person from	<i>Provided Optimal Individual Service Design (OISD) training</i>		Beliefs and attitudes of community members, staff, and families that	<i>Continue to educate by: Storytelling, setting and reaching goals, "breaking down walls of discrimination and low or no expectations."</i>	A	TBD	Janet Klees Darcy Elks Michael Kendrick Direct	*Upon hire of new staff/contractors. Upon new person and their

<p>returning to fully participating in their community in such a way they deem fulfilling.</p>	<p><i>to management employees</i></p> <p><i>Provided SRV training & Meaningful Day Training</i></p> <p><i>Provided workshops as presenters and funds were available e.g. Janet Klees, Michael Kendrick</i></p> <p><i>*Training was provided Oct / Nov 2014 Apr /Sept 2015 Oct 2015 - 2016 January 2018</i></p>		<p>individuals with disabilities should be segregated because they are unable to participate fully.</p>	<p>Employees and families attending workshops and training. Inviting community members to be a part of person's individual support networks (when applicable).</p>	A	TBD	Support Staff, Service Coordinators, Executive Director, HR Coordinator	family needing / requesting Services.
				<p>Looking into sending Persons served and or their families down to Inclusion BC Conference</p>	B	TBD	Executive Director, Service Coordinator	*Looking into this May 2018
				<p>Provide IIDL Conference and Leadership Exchange to management</p>	B	TBD	Service Coordinator, Executive Director	June 2018
				<p>Provide SRV training with Darcy Elks to Service Coordinator</p>	A	TBD	Service Coordinator	*May 2, 3 and 4 th 2018 in Vancouver for SRV
				<p>Continue to liaison and network with other agency's to arrange meaningful and relevant training as a way to be cost effective while being able to offer training opportunities.</p>	A	TBD	Executive Director, HR Coordinator, Service Coordinator	Ongoing

Priority "A" High Priority
N/A: Not applicable

Priority "B" Medium Priority
N/C: No cost (or negligible costs) to IMLKS

Priority "C" Low Priority
TBD: To be determined

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Environmental – Any location or characteristic of the setting that compromises, hinders, or impedes service delivery and the benefits to be gained.	<i>Sharing office space in same building with other tenant.</i> <i>Put a scent-free zone policy in place to adapt to fragrance sensitivities.</i>	Main Office (308- 444 Victoria Street)	A lack of office space and meeting rooms provide minimal privacy for confidential discussions.	Difficult to address and correct these issues at this location because of IMLKS currently rents space.	B	TBD	Executive Director and Service Coordinators	*Spring 2018 Currently looking...
			Extremely noisy and chaotic work space.	<i>Long term objective:</i> To find a new building conveniently located with adequate accessible space.	C	TBD	Executive Director	*Spring 2018, Currently looking.
			Poor distribution of heating and air conditioning (some areas cold, while other are too hot). Private washrooms are used by the entire third floor resulting in less than desirable conditions at times	Purchase Heater and Fan	C	TBD	Executive Director	May 2018

Priority “A” High Priority
 N/A: Not applicable

Priority “B” Medium Priority
 N/C: No cost (or negligible costs) to IMLKS

Priority “C” Low Priority
 TBD: To be determined

Accessibility	Examples							
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Potential Barrier	of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Employment – Obtainment of qualified individuals with disabilities in employment, work with unions, public service, employer advisory, Chamber of Commerce, Human Rights, access to education and training.	<i>Increase in community volunteer and paid work positions e.g. All Aboard Games, Penny Pinchers, Kamloops Wildlife park, Big Little Science Center, Valley First Aid, Dr. Doolittle, Puddle Jumpers Daycare and The Eagles Lodge.</i>	Individuals	Belief that many people with disabilities can't work, or if they do it will affect their PWD entitlement.	Continue to network, educate and provide information with proper support to enable successful employment. Continue to educate persons served and their families on the changes to the Residential Services: Individual Financial Payments structure.	A	N/C	IES Manager & All IMLKS employee and contractors.	*Ongoing as required according to people we support's individual plans and want to work.
		Community Perception						
		Community at large	Beliefs and Attitudes of community members and employers that persons with disabilities can't or shouldn't work.	Community and business partnerships Continue to support our individuals to participate in the life of the community in an inclusive way that interests them and utilizes their skills and abilities		N/C	IES Manager & All IMLKS Employees and Contractors	* Upon engagement with potential employers. At the work place. will continue as needed
		IMLKS	Lack of skilled staff to support individual job placement.	Mentor new staff and provide appropriate training opportunities for employees. Ensure staff understand and support IMLKS Strategic Plan and philosophy. Utilize Conversations That Matter (CTM) to provide more training on job creation to frontline staff via Denise Bissonnette's 4 Part course on "The Art of Job Development"	A	TBD	Service Coordinators and Direct Support Staff and contractors Service Coordinators and Support Staff	*Upon hire of new employees and contractors. Need based of person served Ongoing

Priority “A” High Priority
N/A: Not applicable

Priority “B” Medium Priority
N/C: No cost (or negligible costs) to IMLKS

Priority “C” Low Priority
TBD: To be determined

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Financial – Minimum wage standard, benefits for individuals with disabilities, funding for services, government assistance, and fundraising. Programs and services that are not affordable.	<i>Development of flexible, cost effective supports for supported living.</i>	All	Staff wages non-competitive with competing industries: employee attraction and retention is difficult	<i>Long Term:</i> continue to be competitive with our wage and benefits as much as possible. All contracts are up for renewal in May 2018 and the Executive Director will be negotiating for increased salary amounts with CLBC.	A	N/C	Executive Director and HR Coordinator	* May 2018 and ongoing
		Community at large	Amount of service available (waitlists – not enough \$). Cost saving measures result in a general move towards the “Home Share” model. Increasingly complex funding and reporting guidelines.	Continue innovation and best practice partnerships through IIDL and IIMHL sister agency network. Obtain membership in IBC and support their advocacy initiatives.	A	2000	Service Coordinators and Executive Director	September 2018 Currently Undergoing and ongoing
	Obtain membership in BC CEO Network for information and assistance in requirements.			A	1500	Executive Director	September 2018 and ongoing	
	Continue to work with families and person served to advocate for a person centered model. Continue to work with our local and provincial funders.			A	N/C	Director		
	<i>Partnerships with alternative service providers and families have allowed supports at reduced costs.</i>		Programs and funds for family: can’t	Ensure that families are educated about upcoming conferences and	A	N/C	Director and Service	Ongoing, review
<i>Raised our starting hourly wage now offer benefits, MPP and MSP to full and part time staff.</i>								
<i>Advocating, with individuals, to funders has helped meet the</i>								

Financial – continued...	<i>support dollars required for adequate support.</i>		afford admission to training events, etc.	workshops Research grants and continue efforts to increase available funds by expanding social enterprise.			Coordinators	annually, monthly at team/staff meeting
	<i>Working with HSCL to gather information to send to the Provincial government regarding medical expenses for those over 65</i> <i>IMLKS has changed the requirements to be considered a full and part time employee.</i>		Availability of affordable housing – usually more that 50% of income.	Continue to work with Inclusion Kamloops to expand social enterprise initiatives with the funds going towards safe, affordable housing in areas convenient to amenities and public transportation. Support people to access employment to replace or supplement PWD.	A	N/C	Executive Director in conjunction with Inclusion Kamloops	Ongoing, review annually
			Activities, funding for transportation, and post-secondary education.	Support individuals and families to apply for subsidies and reduce admissions whenever possible. Lobby provincial government for more funding.	A	N/C	Executive Director, Service Coordinators and Direct Support Staff	As needed Ongoing
				Continue to utilize allocated funding in creative ways	A	N/C	Executive Director, Service Coordinators	Current contracts, ongoing

Priority “A” *High Priority*
N/A: *Not applicable*

Priority “B” *Medium Priority*
N/C: *No cost (or negligible costs) to IMLKS*

Priority “C” *Low Priority*
TBD: *To be determined*

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
<p>Technology – Technological barriers occur when technology or the way it is used does not meet the needs of people with disabilities.</p>	<p><i>In April 2018 IMLKS updated their Person Served Handbook to be available in an audio format for the person(s) we support as well as those looking for services to learn what we offer.</i></p>		<p>IMLKS does not currently have a website that is available to the public</p>	<p>IMLKS has hired someone to develop a website for the agency that is going to be available in Print as well as in Audio Format when complete.</p>	<p>A</p>	<p>TBD</p>	<p>Greg, Website Technician, Executive Director, HR Coordinator</p>	<p>June 2018</p>

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Transportation – Distance from transit or accessibility to other means of transportation that result in individuals unable to reach service community as a whole.	<i>Borrowing wheel chair accessible vans from sister agencies to help people attend events.</i> <i>Facilitating relationships and making use of natural supports.</i>	IMLKS	Some Individuals are not comfortable taking city buses.	Ride the city bus regularly to increase comfort	A	N/C	Direct Support Staff/ contractors	As needed, (daily, monthly, weekly...)
		Community at large	Handy Dart has wait-lists, reservation requirements and time restriction. Taxi services are not cost effective; wheel chair accessible cabs do not have the same 24 hour availability and booking/reservations is required.	Supporting individuals to ride Handy Dart once per month and making use of the taxi vouchers Handy Dart provides. Continuing to support individuals in making friends (unpaid natural supports), helping facilitate those relationship will help to create greater access to community.	A A	N/C N/C	Service Coordinators and Direct Support Staff, persons served Service Coordinators and Direct Support Staff	Once per month. Ongoing, day to day interaction.

Priority “A” High Priority
N/A: Not applicable

Priority “B” Medium Priority
N/C: No cost (or negligible costs) to IMLKS

Priority “C” Low Priority
TBD: To be determined

Accessibility Potential Barrier	Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date
Service Intake Criteria / Other – Practices that do not comply			An individual must fit CLBC criteria in order to receive funding. They must qualify for funding	Work with individual and family to connect with the appropriate services, and advocate when necessary.	B	TBD	Executive Director and Service Coordinators	On an as needed basis.

with the mandate of our values in the service offered prevent those otherwise eligible to full participation.			before IMLKS can support them directly. If an individual qualifies for funding but wants a support model that IMLKS doesn't offer (e.g. group home, day program, HomeShare).	Inform families and individuals about how IMLKS's services might be able to benefit their son/daughter's life; or refer them to an agency that better meets their needs.	A	N/C	Executive Director, Service Coordinators and HR Coordinator	*On an as needed basis. *transition Fair (annually) *Job Fairs (annually) *Community Events (annually)
Diversity – See IMLKS Cultural Competency and Diversity Plan.	IMLKS offered Diversity training to employees on Oct 16, 2017							

Priority "A" *High Priority*
N/A: *Not applicable*

Priority "B" *Medium Priority*
N/C: *No cost (or negligible costs) to IMLKS*

Priority "C" *Low Priority*
TBD: *To be determined*

ACCESSIBILITY PLAN APPROVAL

The undersigned acknowledge they have reviewed the Accessibility Plan for It's My Life Kamloops Society. Changes to the Accessibility Plan will be coordinated with and approved by the undersigned or their designated representative.

Signature: _____

Print Name: _____

Title: _____

Role: _____

Date: _____

Signature: _____

Print Name: _____

Title: _____

Role: _____

Date: _____

Signature: _____

Print Name: _____

Title: _____

Role: _____

Date: _____