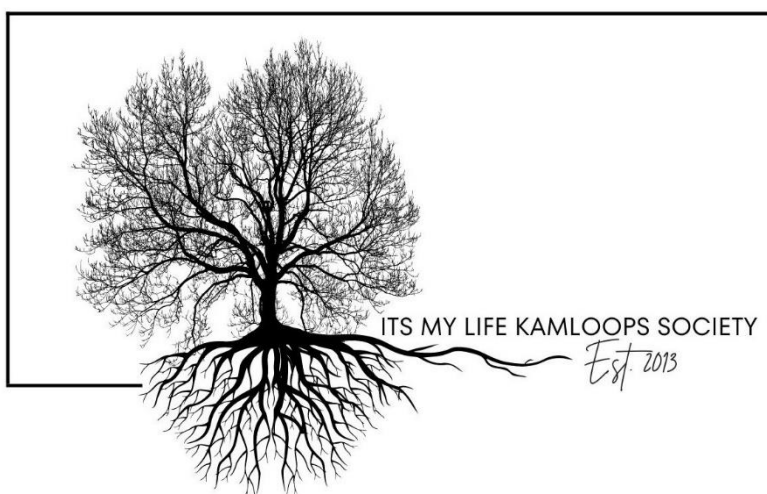


# It's My Life Kamloops Society (IMLKS)



## Accessibility Plan

2023 - 2024

Updated March 2024  
Updated April 2023  
Updated April 2022  
Updated March 2021  
Revised Oct 2020  
Revised Sept 2019  
Revised April 2018  
Revised March 2018  
Prepared August 2017

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## **EXECUTIVE SUMMARY**

It's My Life Kamloops Society (IMLKS) currently serves 14 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 individual needs. This is completed 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, 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 persons 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 2023-2024

| Accessibility Potential Barrier                                                       | Examples of Past Improvements                                                         | Location                                     | Current Barrier                                                                                                                      | Action                                                                                                                                                 | Priority | Cost                                                      | By Whom                                                                                       | Due Date                                                            |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Architecture – Physical barriers to accessibility (community)                         | New office location, larger area for individuals to be part of workshops & interviews | All public buildings that are not accessible | Not all public buildings are accessible (parking, automatic doors, ramps)                                                            | Short term: Continue to talk to local businesses & brainstorm ways to accommodate & make the community more accessible                                 | B        | N/C                                                       | Service Coordinators, Direct Support Staff, & Contractors                                     | Review annually, on-going                                           |
| Priority “A” High Priority<br>N/A: <i>Not applicable</i>                              |                                                                                       |                                              | Priority “B” Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                   |                                                                                                                                                        |          | Priority “C” Low Priority<br>TBD: <i>To be determined</i> |                                                                                               |                                                                     |
| 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 & reduce or eliminate these | Provided SRV training either in-person or virtually to Service Coordinators & Staff   | All IMLKS                                    | Ensure all employees understand the history of the community living movement & the importance & benefits of person-centered planning | Continue to provide training opportunities for employees & families & that all involved recognize the importance & value that autonomy provides people | A        | TBD                                                       | Executive Director, Service Coordinator, Human Resources Coordinator, Janet Klees, Darcy Elks | Upon hire & annually, or as training opportunities become available |
| Priority “A” High Priority<br>N/A: <i>Not applicable</i>                              |                                                                                       |                                              | Priority “B” Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                   |                                                                                                                                                        |          | Priority “C” Low Priority<br>TBD: <i>To be determined</i> |                                                                                               |                                                                     |
| Accessibility Potential Barrier                                                       | Examples of Past Improvements                                                         | Location                                     | Current Barrier                                                                                                                      | Action                                                                                                                                                 | Priority | Cost                                                      | By Whom                                                                                       | Due Date                                                            |
| Attitudinal - Understanding & knowledge of all                                        | Provided workshops as presenters &                                                    | All IMLKS                                    | Ensure all employees understand the                                                                                                  | Include this competency in staff training. Continue to educate new                                                                                     | A        | N/C                                                       | Management                                                                                    | Annually                                                            |

|                                                                            |                                                                                                                                                             |  |                                                                                                  |                                                                                                                                                                         |   |     |                                                                                                |                                                                 |
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| staff & families of persons served of cultural differences or disabilities | funds were available e.g. Janet Klees' SRV workshop <i>Building a Context for Relationships &amp; A Follow up Conversation</i> April & Oct 2014, 2015, 2016 |  | history of the community living movement & the importance & benefits of person-centered planning | staff on the changes seen in the persons served after adopting a person-centered approach for them.                                                                     |   |     |                                                                                                |                                                                 |
|                                                                            | Michael Kendrick Right Relationship & Creative Individualized Support Options January 2018                                                                  |  | Staff retention                                                                                  | Continue to provide training opportunities for employees & families, & ensure that all involved recognize the importance & value that autonomy provides for individuals | A | TBD | Executive Director, Service Coordinators, Human Resources Coordinator, Janet Klees, Darcy Elks | Upon hire & annually or as training opportunities are available |
|                                                                            | Surveys sent out in October of 2017 as well as April 2018                                                                                                   |  | Workshops not available                                                                          | Satisfaction Surveys are distributed to all staff & families annually                                                                                                   | A | 144 | Service Coordinator & Human Resources Coordinator                                              | Annually                                                        |
|                                                                            | IMLKS developed a Cultural Competency & Diversity Plan. This was done by the Executive Director on Aug 23 <sup>rd</sup> 2017                                |  | Funding                                                                                          | Include review of codes of conduct & cultural/diversity plans at the time of annual reviews                                                                             | A | N/C | Service Coordinator                                                                            | Upon hire & annually                                            |

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 - Understanding & knowledge of all staff & families of persons served of cultural differences or disabilities | In 2017 & 2019, IMLKS held a Strategic Planning Meeting, which all persons served, their families, employees, & Board Directors were invited to attend | All IMLKS              | Ensure all employees & contractors actions in their work represent IMLKS's values as an organization                                                                             | Ensure all IMLKS employees & persons served have access to continual training & resources by leaders in the human services field. Mission & vision statements to be reviewed annually with persons served, families, & staff. Work with other agencies to facilitate SRV workshops | A        | 2000-4000                                                 | Human Resources Coordinator                                               | Annually & upon hire of new employees & contractors<br><br>Discussed in monthly team/staff meetings & weekly management meetings |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                  |                                                                                                                                                        |                        | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                                                               |                                                                                                                                                                                                                                                                                    |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                                           |                                                                                                                                  |
| Accessibility Potential Barrier                                                                                           | Examples of Past Improvements                                                                                                                          | Location               | Current Barrier                                                                                                                                                                  | Action                                                                                                                                                                                                                                                                             | Priority | Cost                                                      | By Whom                                                                   | Due Date                                                                                                                         |
| Attitudinal - Advocacy for persons served to find suitable employment in inclusive settings if they choose                | A number of persons served have held or continue to hold employment in our community in inclusive settings for 6 months or longer                      | Employers in community | Reluctance to hire people with disabilities<br><br>Staffing issues in all areas of employment, employers are hesitant to provide opportunities due to the time it takes to train | Continue to work with Inclusion Kamloops Society's 'IES' (Innovative Employment Solutions) manager to job match & job carve with local employers. Find alternatives through online, zoom, & other interactive opportunities                                                        | A        | N/C                                                       | Service Coordinators, Direct Support Staff, Persons Served, & IES Manager | Under-going as required according to persons served individual plans & desire to seek employment<br>On-going                     |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                  |                                                                                                                                                        |                        | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                                                               |                                                                                                                                                                                                                                                                                    |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                                           |                                                                                                                                  |

| Accessibility Potential Barrier                                                                                                                                    | Examples of Past Improvements                                                                                                                                                        | Location | Current Barrier                                                                             | Action                                                                                                                                                                                                        | Priority | Cost | By Whom                                                        | Due Date            |
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| Communication – Absence of devices to assist people with certain disabilities, as well as use of language or materials that cannot be understood by persons served | Partnership with Communication Assistance for Youth & Adults (CAYA)<br>A number of referrals were sent through to CAYA to support persons served to receive adaptive devices         | IMLKS    | Not all IMLKS foundational documents are in “plain language”:                               | Self-Advocates group to review all new documents and/or assist in the rewriting of documents in plain language (convert documents with help using pictograms, pictures instead of words, braille, audio, etc. | B        | N/C  | Human Resource Coordinator, Service Coordinators, & SUSA group | Fall 2020 Completed |
|                                                                                                                                                                    | CAYA Referral that was put through 2 years prior was completed & we were able to get another person served set up with an alternate communication system to utilize on a trial basis |          | Individual Plans could be in a format that is easier for person served to share with people | Develop a person served handbook with pictures & in plain language                                                                                                                                            | A        | N/C  | Service Coordinators & Support Staff                           | Completed           |
|                                                                                                                                                                    | Developed a Persons Served handbook & Rights & Responsibilities booklet in plain language                                                                                            |          | Not all staff are trained in alternate communication methods                                | Individual Support Plans/Person Centered Plans to be available in an audio format by the end of 2024                                                                                                          | A        | N/C  | Service Coordinators & Executive Director                      | End of 2024         |
|                                                                                                                                                                    |                                                                                                                                                                                      |          | Referral process to CAYA very timely                                                        | Work with CAYA to try & expedite their referral process                                                                                                                                                       | A        | TBD  | Service Coordinators                                           | On-going            |
|                                                                                                                                                                    |                                                                                                                                                                                      |          | Access to community resources for alternative                                               | Ensure all people accessing service have access to best means of communication & train                                                                                                                        | A        | TBD  | Executive Director                                             | On-going            |

|                                                                                                                                                                    |                               |                    | communication are limited                                                              | staff in method preferred                                                                 |          |                                                           |                                           |                                       |
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|                                                                                                                                                                    |                               |                    | Short staffing has made it challenging to access CAYA services                         | Person served surveys to be created with pictures by the end of 2024                      | B        | TBD                                                       | Executive Director & Service Coordinators | End of 2024                           |
|                                                                                                                                                                    |                               |                    |                                                                                        | Lifebooks have been started by persons served as a way to illustrate their life to others | B        | TBD                                                       | Executive Director & Service Coordinators | On-going, books to be updated monthly |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                           |                               |                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>     |                                                                                           |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                           |                                       |
| 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 persons served | See above                     | Community at large | Not all public buildings & facilities have staff trained in alternative communications | Public promotion of access for individuals with disabilities & technology assistance      | A        | N/C                                                       | Executive Director & Service Coordinators | On-going advocacy                     |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                           |                               |                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>     |                                                                                           |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                           |                                       |



| Accessibility Potential Barrier                                                                                                                   | Examples of Past Improvements                                                                           | Location           | Current Barrier                                                                                                                                                                 | Action                                                                                                                                         | Priority | Cost | By Whom                                                                               | Due Date                                                     |
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| Community Integration – All barriers keeping a person from returning to fully participating in their community in such a way they deem fulfilling | Provided Optimal Individual Service Design (OISD) training to management employees                      | Community at large | Beliefs & attitudes of community members, staff, & families that individuals with disabilities should be segregated because they are unable to fully participate<br><br>Funding | Continue to educate by: Storytelling, setting, & reaching goals<br><i>“Breaking down walls of discrimination &amp; low or no expectations”</i> | A        | TBD  | Janet Klees, Darcy Elks, Michael Kendrick, Direct Support Staff, Service Coordinators | Upon hire of new staff & contractors                         |
|                                                                                                                                                   | Provided SRV training & Meaningful Day Training                                                         |                    |                                                                                                                                                                                 | Employees & families attending workshops & training                                                                                            | A        | TBD  | Executive Director, & Human Resources Coordinator                                     | Upon new person & their family needing / requesting services |
|                                                                                                                                                   | Provided workshops as presenters & funds were available e.g. Janet Klees, Michael Kendrick              |                    |                                                                                                                                                                                 | Inviting community members to be a part of person’s individual support networks (when applicable)                                              | B        | N/C  | Executive Director, Service Coordinators                                              | On-going                                                     |
|                                                                                                                                                   | Training was provided:<br>Oct/Nov 2014<br>Apr/Sept 2015<br>Oct 2015-16<br>January 2018<br>February 2023 |                    |                                                                                                                                                                                 | Looking into sending persons served &/or their families to Inclusion BC Conference                                                             | B        | TBD  | Executive Director & Service Coordinators                                             | On-going, did not occur in 2020/21 due to COVID              |
|                                                                                                                                                   |                                                                                                         |                    |                                                                                                                                                                                 | Provide IIDL Conference & Leadership Exchange to management                                                                                    | B        | TBD  | Service Coordinator &                                                                 | Feb 2023 (moved to Feb 2024)                                 |

|  |  |  |  |                                                                                                                                                                            |   |     |                                                                               |                                                                                                                   |
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|  |  |  |  | Provide SRV training with Darcy Elks & other presenters to Service Coordinators                                                                                            | A | 150 | Executive Director<br>Service Coordinators                                    | Completed May 2 <sup>nd</sup> 3 <sup>rd</sup> & 4 <sup>th</sup> 2018<br>Completed March 2019<br>Vancouver for SRV |
|  |  |  |  | Continue to liaison & network with other agencies to arrange meaningful & relevant training as a way to be cost effective while being able to offer training opportunities | A | TBD | Executive Director,<br>Human Resources Coordinator, &<br>Service Coordinators | 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*

| <b>Accessibility Potential Barrier</b>                                                                                                           | <b>Examples of Past Improvements</b>                                                                                                       | <b>Location</b>                   | <b>Current Barrier</b>                                                                       | <b>Action</b>                                                                                    | <b>Priority</b> | <b>Cost</b> | <b>By Whom</b>                            | <b>Due Date</b>                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------|-------------|-------------------------------------------|--------------------------------------------------------|
| Environmental – Any location or characteristic of the setting that compromises, hinders, or impedes service delivery & the benefits to be gained | Sharing office space in same building with another tenant<br><br>Put a scent-free zone policy in place to adapt to fragrance sensitivities | Main Office - 177 Victoria Street | A lack of office space & meeting rooms provides minimal privacy for confidential discussions | Difficult to address & correct these issues at this location because IMLKS currently rents space | B               | 3300/month  | Executive Director & Service Coordinators | Spring 2018:<br>Additional office space added Feb 2020 |
|                                                                                                                                                  |                                                                                                                                            |                                   | Extremely noisy & chaotic workspace                                                          | Long term objective: To find a new building conveniently located                                 | C               | TBD         | Executive Director                        | Moved Nov 2022                                         |

|                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                    |                                    |                                                                                                          | with adequate accessible space                                                                                                                                                                                                                         |          |                                                           |                                                 |                                                                                    |
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| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                                                         |                                                                                                                                                                                                                                                                                    |                                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                       |                                                                                                                                                                                                                                                        |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                 |                                                                                    |
| Accessibility Potential Barrier                                                                                                                                                                  | Examples of Past Improvements                                                                                                                                                                                                                                                      | Location                           | Current Barrier                                                                                          | Action                                                                                                                                                                                                                                                 | Priority | Cost                                                      | By Whom                                         | Due Date                                                                           |
| Employment – Obtainment of qualified individuals with disabilities in employment, unions, public service, employer advisory, Chamber of Commerce, Human Rights, & access to education & training | Increase in community volunteer & paid work positions e.g. All Aboard Games, Penny Pinchers, Wildlife Park, Big Little Science Center, Valley First Aid, Dr. Doolittle, Puddle Jumpers Daycare, The Eagles Lodge, Save On Foods, Own Cleaning Business, Dearborn Ford, & Finning's | Individuals & Community Perception | Belief that many people with disabilities can't work, or if they do it will affect their PWD entitlement | Continue to network, educate & provide information with proper support to enable successful employment<br><br>Continue to educate persons served & their families on the changes to the Residential Services: Individual Financial Payments structure. | A        | N/C                                                       | IES Manager & all IMLKS employees & contractors | On-going as required according to persons served individual plans & desire to work |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                                                         |                                                                                                                                                                                                                                                                                    |                                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                       |                                                                                                                                                                                                                                                        |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                 |                                                                                    |

| Accessibility Potential Barrier                                                                                                                                                                  | Examples of Past Improvements | Location           | Current Barrier                                                                                             | Action                                                                                                                                                      | Priority | Cost                                                      | By Whom                                                   | Due Date                                                              |
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| Employment – Obtainment of qualified individuals with disabilities in employment, unions, public service, employer advisory, Chamber of Commerce, Human Rights, & access to education & training | See above                     | Community at large | Beliefs & attitudes of community members & employers that persons with disabilities can't or shouldn't work | Community & business partnerships                                                                                                                           | B        | N/C                                                       | IES Manager & All IMLKS & Contractors                     | On-going                                                              |
|                                                                                                                                                                                                  |                               |                    |                                                                                                             | Continue to support our individuals to participate in the life of the community in an inclusive way that interests them & utilizes their skills & abilities | B        | N/C                                                       | Employees & Contractors                                   | On-going                                                              |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                                                         |                               |                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                          |                                                                                                                                                             |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                           |                                                                       |
| Accessibility Potential Barrier                                                                                                                                                                  | Examples of Past Improvements | Location           | Current Barrier                                                                                             | Action                                                                                                                                                      | Priority | Cost                                                      | By Whom                                                   | Due Date                                                              |
| Employment – Obtainment of qualified individuals with disabilities in employment, unions, public service, employer advisory, Chamber of                                                          | See above                     | IMLKS              | Lack of skilled staff to support individual job placement                                                   | Mentor new staff & provide appropriate training opportunities for employees. Ensure staff understand & support IMLKS's Strategic Plan & philosophy          | A        | TBD                                                       | Service Coordinators, Direct Support Staff, & Contractors | Upon new hire of employees & contractors, need based of person served |

| Commerce, Human Rights, & access to education & training                                                                                                                     |                                                                                                                                                                                                                                  |                 |                                                                                                     | Participate in job fairs, create documents that test competency, create tests to evaluate staff's knowledge of medical needs                                                                                                  | B               | N/C                                                       | Service Coordinators & Direct Support Staff      | On-going        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------|--------------------------------------------------|-----------------|
|                                                                                                                                                                              |                                                                                                                                                                                                                                  |                 |                                                                                                     | Work in partnership with HSCL to host in-service workshops on seizure & medication management                                                                                                                                 | B               | N/C                                                       | Service Coordinators & Direct Support Staff      | On-going        |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                                     |                                                                                                                                                                                                                                  |                 | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                  |                                                                                                                                                                                                                               |                 | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                  |                 |
| <b>Accessibility Potential Barrier</b>                                                                                                                                       | <b>Examples of Past Improvements</b>                                                                                                                                                                                             | <b>Location</b> | <b>Current Barrier</b>                                                                              | <b>Action</b>                                                                                                                                                                                                                 | <b>Priority</b> | <b>Cost</b>                                               | <b>By Whom</b>                                   | <b>Due Date</b> |
| Financial – Minimum wage standard, benefits for individuals with disabilities, funding for services, government assistance, fundraising for services that are not affordable | Development of flexible, cost effective supports for supported living<br><br>Partnerships with alternative service providers & families have allowed supports at reduced costs<br><br>Raised our starting hourly wage, now offer | All             | Staff wages non-competitive with competing industries; employee attraction & retention is difficult | Long term: Continue to be competitive with our wage & benefits as much as possible<br><br>All contracts are up for renewal in May 2024/25 & the Executive Director will be negotiating for increased salary amounts with CLBC | A               | N/C                                                       | Executive Director & Human Resources Coordinator | On-going        |

|                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                            |  |  |  |                                                                   |  |  |  |
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|                                                                  | <p>benefits, MPP &amp; MSP to full and part time staff</p> <p>Advocating with individuals to funders has helped meet the support dollars required for adequate support</p> <p>Working with HSCL to gather information to send to the Provincial government regarding medical expenses for those over 65</p> <p>IMLKS has changed the requirements to be considered a full and part time employee</p> |                                                                                            |  |  |  |                                                                   |  |  |  |
| <p>Priority "A" High Priority<br/>N/A: <i>Not applicable</i></p> |                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Priority "B" Medium Priority<br/>N/C: <i>No cost (or negligible costs) to IMLKS</i></p> |  |  |  | <p>Priority "C" Low Priority<br/>TBD: <i>To be determined</i></p> |  |  |  |

| 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, fundraising for services that are not affordable | See above                     | Community at large | Amount of service available (waitlists – not enough \$)                            | Continue innovation & best practice partnerships through IIDL & IIMHL sister agency network. Obtain membership in IBC and support their advocacy initiatives | A        | 2000                                                      | Service Coordinators & Executive Director | Currently under-going & on-going       |
|                                                                                                                                                                              |                               |                    | Cost saving measures result in a general move towards the “Home Share” model       | Obtain membership in BC CEO Network for information & assistance in requirements                                                                             | A        | 2100                                                      | Executive Director                        | On-going                               |
|                                                                                                                                                                              |                               |                    | Increasingly complex funding & reporting guidelines                                | Continue to work with families & person served to advocate for a person-centered model                                                                       | A        | N/C                                                       | Executive Director                        | On-going                               |
|                                                                                                                                                                              |                               |                    |                                                                                    | Continue to work with our local & provincial funders                                                                                                         | A        | N/C                                                       | Executive Director                        | On-going                               |
| Priority “A” High Priority<br>N/A: <i>Not applicable</i>                                                                                                                     |                               |                    | Priority “B” Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i> |                                                                                                                                                              |          | Priority “C” Low Priority<br>TBD: <i>To be determined</i> |                                           |                                        |
| Accessibility Potential Barrier                                                                                                                                              | Examples of Past Improvements | Location           | Current Barrier                                                                    | Action                                                                                                                                                       | Priority | Cost                                                      | By Whom                                   | Due Date                               |
| Financial – Minimum wage standard, benefits for                                                                                                                              | See above                     | Community at large | Programs & funds for families: can’t afford admission to training events, etc.     | Ensure that families are educated about upcoming conferences & workshops                                                                                     | A        | N/C                                                       | Executive Director & Service Coordinators | On-going, review annually & monthly at |

| individuals with disabilities, funding for services, government assistance, fundraising for services that are not affordable                                                 |                                      |                    |                                                                                    | Research grants & continue efforts to increase available funds by expanding social enterprise                                                                                                                                                                       | A               | N/C                                                       | Executive Director                                              | team & staff meetings<br>On-going |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------|
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                                     |                                      |                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i> |                                                                                                                                                                                                                                                                     |                 | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                                 |                                   |
| <b>Accessibility Potential Barrier</b>                                                                                                                                       | <b>Examples of Past Improvements</b> | <b>Location</b>    | <b>Current Barrier</b>                                                             | <b>Action</b>                                                                                                                                                                                                                                                       | <b>Priority</b> | <b>Cost</b>                                               | <b>By Whom</b>                                                  | <b>Due Date</b>                   |
| Financial – Minimum wage standard, benefits for individuals with disabilities, funding for services, government assistance, fundraising for services that are not affordable | See above                            | Community at large | Availability of affordable housing – usually more than 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 & public transportation. Support people to access employment to replace or supplement PWD | A               | N/C                                                       | Executive Director in conjunction with Inclusion Kamloops       | On-going, review annually         |
|                                                                                                                                                                              |                                      |                    | Activities, funding for transportation, & post-secondary education                 | Support individuals & families to apply for subsidies & reduce admissions whenever possible. Lobby provincial government for more funding                                                                                                                           | A               | N/C                                                       | Executive Director, Service Coordinators & Direct Support Staff | As needed, on-going               |



|                                                          |                                                                                                                                                        |                    |                                                                                                                                                                                                                                                                                                                                          | Continue to utilize allocated funding in creative ways | A        | N/C                                                       | Executive Director & Service Coordinators                               | Current contracts, on-going                                                                                                                                                                                            |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------|-----------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Priority "A" High Priority<br>N/A: <i>Not applicable</i> |                                                                                                                                                        |                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                                                                                                                                                                                                                       |                                                        |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                                         |                                                                                                                                                                                                                        |
| Accessibility Potential Barrier                          | Examples of Past Improvements                                                                                                                          | Location           | Current Barrier                                                                                                                                                                                                                                                                                                                          | Action                                                 | Priority | Cost                                                      | By Whom                                                                 | Due Date                                                                                                                                                                                                               |
| Community access                                         | In March of 2020 the COVID-19 Pandemic was declared. Community access was diminished due to business having to close down & all interactions suspended | Community at large | <p>Awaiting the vaccine, employment &amp; volunteer opportunities still on hold</p> <p>Individuals may not be able to comply with the distancing &amp; mask wearing requirements.</p> <p>No longer a barrier however vaccinations of at least 2 doses are still a requirement in our sector. This makes recruitment very challenging</p> | Vaccinations                                           | A        | TBD                                                       | Executive Director, Human Resources Coordinator, & Service Coordinators | <p>On-going</p> <p>All persons served vaccinated against COVID in March 2021 &amp; received boosters in 2022. All staff vaccinated with 2nd dose by March 2021. 2 employees went on a leave due to not vaccinating</p> |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i> |                                                                                                                                                        |                    | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                                                                                                                                                                                                                       |                                                        |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                                         |                                                                                                                                                                                                                        |

| <b>Accessibility Potential Barrier</b>                                                                                                                | <b>Examples of Past Improvements</b>                                                                                                                         | <b>Location</b>    | <b>Current Barrier</b>                                                                                                                            | <b>Action</b>                                                                                                                                                        | <b>Priority</b> | <b>Cost</b>                                               | <b>By Whom</b>                                               | <b>Due Date</b>                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------|--------------------------------------------------------------|------------------------------------------|
| Transportation – Distance from transit or accessibility to other means of transportation that result in individuals unable to reach service community | Borrowing wheelchair accessible vans from sister agencies to help persons served attend events & facilitating relationships & making use of natural supports | IMLKS              | Some persons served 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, etc.) |
| Priority “A” High Priority<br>N/A: <i>Not applicable</i>                                                                                              |                                                                                                                                                              |                    | Priority “B” Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                                |                                                                                                                                                                      |                 | Priority “C” Low Priority<br>TBD: <i>To be determined</i> |                                                              |                                          |
| <b>Accessibility Potential Barrier</b>                                                                                                                | <b>Examples of Past Improvements</b>                                                                                                                         | <b>Location</b>    | <b>Current Barrier</b>                                                                                                                            | <b>Action</b>                                                                                                                                                        | <b>Priority</b> | <b>Cost</b>                                               | <b>By Whom</b>                                               | <b>Due Date</b>                          |
| Transportation – Distance from transit or accessibility to other means of transportation that result in individuals unable to reach service community | See above                                                                                                                                                    | Community at large | Handy Dart has wait-lists, reservation requirements, & time restrictions                                                                          | Supporting individuals to ride Handy Dart once per month & making use of the taxi vouchers Handy Dart provides                                                       | A               | N/C                                                       | Service Coordinators, Direct Support Staff, & Persons Served | Once per month                           |
|                                                                                                                                                       |                                                                                                                                                              |                    | Taxi services are not cost effective or reliable; wheelchair accessible cabs do not have the same 24-hour availability, & reservation is required | Continuing to support individuals in making friends (unpaid natural supports), helping facilitate those relationship will help to create greater access to community | A               | N/C                                                       | Service Coordinators & Direct Support Staff                  | On-going, day-to-day interaction         |

|                                                                                                                                                                            |                               |          |                                                                                                                                        | Proposal forwarded to CLBC at the end of 2023 to secure funding for 1 or 2 wheelchair accessible vans                                                   | A        | 80,000-160,000                                            | Executive Director                                                      | May 2024                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                                   |                               |          | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                     |                                                                                                                                                         |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                                         |                                                                                                                              |
| 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 with the mandate of our values in the services offered prevent those otherwise eligible to full participation | N/A                           | IMLKS    | An individual must fit CLBC criteria in order to receive funding. They must qualify for funding before IMLKS can directly support them | Work with individual & family to connect with the appropriate services & advocate when necessary                                                        | B        | TBD                                                       | Executive Director & Service Coordinators                               | As needed basis                                                                                                              |
|                                                                                                                                                                            |                               |          | If an individual qualifies for funding but wants a support model that IMLKS doesn't offer (e.g. group home, day program)               | Inform families & individuals about how IMLKS's services might be able to benefit their lives, or refer them to an agency that better meets their needs | A        | N/C                                                       | Executive Director, Service Coordinators, & Human Resources Coordinator | As needed basis; transition fair (annually); job fairs (annually); community events (annually); & annually each year in June |
| Priority "A" High Priority<br>N/A: <i>Not applicable</i>                                                                                                                   |                               |          | Priority "B" Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i>                                                     |                                                                                                                                                         |          | Priority "C" Low Priority<br>TBD: <i>To be determined</i> |                                                                         |                                                                                                                              |

| Accessibility Potential Barrier                            | Examples of Past Improvements                             | Location | Current Barrier                                                                    | Action         | Priority | Cost                                                      | By Whom                                           | Due Date |
|------------------------------------------------------------|-----------------------------------------------------------|----------|------------------------------------------------------------------------------------|----------------|----------|-----------------------------------------------------------|---------------------------------------------------|----------|
| Diversity – See IMLKS Cultural Competency & Diversity Plan | IMLKS offered diversity training to employees in the past | IMLKS    | Due to COVID-19 restrictions, no in-person workshops available                     | Zoom or online | B        | 150                                                       | Service Coordinator & Human Resources Coordinator | On-going |
| Priority “A” High Priority<br>N/A: <i>Not applicable</i>   |                                                           |          | Priority “B” Medium Priority<br>N/C: <i>No cost (or negligible costs) to IMLKS</i> |                |          | Priority “C” Low Priority<br>TBD: <i>To be determined</i> |                                                   |          |

**ACCESSIBILITY PLAN APPROVAL**

The undersigned acknowledge that 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: \_\_\_\_\_