



ACCESSIBILITY PLAN 2025

INTERTIDAL SERVICES INC.

ABSTRACT

The purpose of Intertidal Services Accessibility Plan is to provide an overview of the steps we are taking to remove barriers within our community for supported Individuals and their families.

Statement of Commitment

At Intertidal Services, we understand that there are many barriers people face when it comes to accessibility. We are dedicated to advocating for better access and inclusion, not only in our local communities here in Stony Plain but across Alberta and Canada.

We use our voice and work closely with funders, community leaders, and government partners to help break down these barriers. Our goal is to create environments where the people we support and their families can fully participate and feel welcomed.

Raising awareness, sharing knowledge, and removing obstacles are key to everything we do. We are always listening and learning to better understand and meet the accessibility needs of those we serve, so together we can build a more inclusive and barrier-free community.

Policies and Procedures Update

Over the past year, Intertidal Services has experienced significant growth in our programs and services. This expansion has made it clear just how important accessible programs are to meeting the needs of our community. As Alberta sees an increasing number of individuals requiring support, it's essential that we continue to raise awareness about who we are and the work we do.

To promote accessibility and create barrier-free environments, we have actively involved employees, individuals we support, and their families in reviewing and updating our policies and procedures. Their input is vital to ensuring our services are responsive and inclusive.

Barriers we are Focused On

Improving Accessible Outdoor Spaces

We are working with the local communities to advocate for more accessible outdoor areas in our community, so that everyone, including wheelchair users, can use public spaces freely.

Timeline: Ongoing

Transportation

We are making sure that Individuals who use mobility aids, such as wheelchairs and walkers, have access to vehicles that safely accommodate their transportation needs.

Timeline: Ongoing

Accessible Day Program Location

We are advocating for a lift to be installed at our Day Program Location to make the building fully accessible to Individuals who use mobility aids.

Timeline: August 2025

Addressing Gaps in Adult Services

Long waitlists and a shortage of adult service providers are creating barriers for people seeking support. We are committed to updating our funders whenever we are unable to support a new Individual due to full capacity. This helps advocate for more funding and contracts within our service region.

Timeline: Ongoing

Improving Service Transitions Despite Leadership Changes

With leadership changes within our government has led to delayed service approvals. We will continue to strengthen our relationships with funders to advocate for timely service transitions.

Timeline: Ongoing

Shifting Community Attitudes Toward Group Homes

Some residents view group homes and the people who live there negatively. We will offer education sessions, get to know our neighbours and increase our organizations presence at local events in Stony Plain and Spruce Grove to build understanding and positive relationships.

Timeline: Ongoing

Supporting Families Without Services

New eligibility criteria for government support programs have left some families without the services they need. We are advocating with families to ensure their needs are seen and addressed.

Timeline: Ongoing

Compensation for Staff Travel

Currently, funding for staff travel costs for driving the Individuals they support is limited. We are actively advocating for funding to cover mileage costs so staff feel valued and Individuals can continue to access their communities.

Timeline: Ongoing

Creating Employment Opportunities in Rural Communities

There are limited job opportunities in rural areas like Stony Plain. We offer meaningful in-house employment through our own initiative, Spruce up Boutique.

Timeline: Ongoing/MET

Making Documents Accessible to Everyone

We are committed to ensuring that all of our documents and forms are available in ways that meet people's needs. This includes offering translated documents and providing visual or simplified text formats when requested.

Timeline: MET

Improving Access to Communication Devices

Not everyone we support has access to the tools they need to communicate. We are helping families by sharing information about grants and subsidies that can help them purchase communication devices.

Timeline: Ongoing

Expanding Transportation Options in Stony Plain

Public transportation is limited in stony Plain. We are staying informed about available transit options and building partnerships to help Individuals access services. For example, a \$3.00 local ride-on-demand service now connects Spruce Grove, Stony Plain, Parkland Village, and Acheson by text request.

Timeline: Ongoing

Accessibility Statement

We are committed to fostering barrier-free environments that allow all Individuals, regardless of ability, to participate fully, safely, and with dignity in the supports we provide.

Accessibility is woven into every part of our organization, from policy development to day-to-day service delivery. We actively listen to and involve the individuals we support, their families, and our employees to identify and remove physical, communication, systemic, financial, and attitudinal barriers.

We understand that meaningful accessibility also means embracing cultural diversity and creating inclusive spaces where all people feel welcomed, respected, and heard. Through ongoing training, community partnerships, and open dialogue, we aim to build a culture of belonging that reflects the diverse voices and experiences of our community.

As part of our commitment to performance improvement, accessibility goals are regularly reviewed and integrated into our planning, program evaluation, and decision-making processes. We measure progress, track feedback, and use data to guide changes that enhance inclusion and service quality across all levels of the organization.

At Intertidal, accessibility, equity, and inclusion are not stand-alone efforts, they are fundamental to how we operate and grow.

This document is available in accessible formats. Please inform the Senior Manager if you require this document to be adjusted to meet your needs.