

# ACCESSIBILITY REPORT AND PLAN MAY 2012

## Review of Prior Recommendations from 2011/12:

### A. Physical Architectural Access

1. To add the paving of the North parking lot at 25<sup>th</sup> Avenue to the Capital Replacement schedule to include heaving.

**Responsibility:** Executive Director

**Date:** March 31, 2012

*This has been scheduled to be paid from the Capital Replacement Reserve for 25<sup>th</sup> Avenue and is planned to occur in the spring of 2012.*

2. Add additional space to the 8<sup>th</sup> Avenue Day Program to include new bathrooms and lunchroom.

**Responsibility:** Day Program staff

**Date:** 2011/12 fiscal year

*Received Board approval Jan 30, 2012 – project is underway.*

3. To determine the specific plan for covering the front (East) steps at Orchard House and complete.

**Responsibility:** Roger Smith/Maintenance

**Date:** November 2012

*Carpet has been put on the stairs, making them safer. Stairs still need work – waiting to see what the plan is for Orchard House.*

4. To reconstruct the sidewalk and stairs to the Administration office with a ramp for wheelchair access to the Administration Office.

**Responsibility:** Administration/Maintenance

**Date:** October 31, 2011

*This was done in October 2011, but the ramp is not adequate and the entrance has some safety risks. We will not redo the ramp as there is handicap access to the office through the Day Program. The landing and railings need to be redone permanently. To be done May 2012.*

### B. Attitudinal

1. To encourage liaison between HSCL nurse, staff and other health professionals regarding specific needs of individuals in our care.

**Responsibility:** Executive Director/Coordinators

**Date:** March 2012/ongoing

*The HSCL nurse has been effective in acting as a liaison between us and the health professionals.*

2. Provide training to all staff regarding mental health issues for clients, especially Casual Employees.

**Responsibility:** Administration/CLC's

**Date:** March 2012/ongoing

*Some sessions were held in February specifically for clients at Orchard House with Susan Davis from DDMHS. Training in developing behavior plans will occur in May.*

### C. Environmental

To investigate options for improving or replacing Orchard House to better meet the needs of the clients.

**Responsibility:** CLC for Orchard House/Executive Director/Board of Directors

**Date:** by March 31, 2012

*A committee has been formed and is looking at possible options.*

### D. Financial

1. To work with the funding agency to ensure that the empty bed at 25<sup>th</sup> Avenue is filled and that the shortfall in the house and rental budgets are covered due to vacancies.

**Responsibility:** Executive Director

**Date:**

**March 31, 2013**

*One empty bed was filled with a temporary placement. A new vacancy occurred in February due to the death of a client. A client from 16<sup>th</sup> Avenue is moving in to this vacancy. Full funding from BC Housing is in place.*

2. To apply for assistance for the purchase of medical expenses for clients who have high costs.

**Responsibility:** Community Living Coordinators for individuals in need  
**Date:** by March 31, 2012

*Clients can access medical supplies through Product Distribution. High medical costs can be a problem for some clients – the CDSCL Client Fund could be accessed for these costs if no other assistance is available, or if alternate medications cannot be used.*

3. To discuss and develop a strategy for reducing/eliminating net Incentive Allowance costs for the Day Programs.

**Responsibility:** Executive Director/Activity Program Coordinator  
**Date:** by March 31, 2012

**Nothing concrete has been determined at this time.**

## **E. Communication**

*No Recommendations*

## **F. Employment**

*No Recommendations*

## **G. Transportation & Community Access**

### ***Recommendation:***

To purchase a wheelchair accessible van for Purcell Place and ensure staff have qualifications.

**Responsibility:** Executive Director/CLC for Purcell Place **Date:** by March 31, 2012

*Van was purchased April 2012. Qualifications are not yet in place.*

## ACCESSIBILITY PLAN FOR 2012/13

Survey forms were filled out by Community Living Coordinators in December 2011. Responses are based on observations and comments from Coordinators, staff and clients. Recommendations for 2012/13 are based on the issues raised in these forms and discussed with the Accreditation Committee as well as issues carried forward from the previous year.

### A. Physical Architectural Access

Issues within the home/program that inhibit access for persons served or visitors.

#### Orchard House

- entrances are narrow and congested
- Main bathroom is small and awkward
- Stairways are awkward and have a bad riser to step proportion
- Living room area is too small for the number of persons in the home
- There is not enough space or chairs
- Home is old and is crowded and noisy much of the time, especially when clients are experiencing behavioral problems.

#### 8<sup>th</sup> Ave Day Program

- Need new bathrooms and lunchroom – planned for spring 2012.

#### **Recommendations regarding Physical/Architectural Access:**

1. To pave the north parking lot at 25<sup>th</sup> Avenue.  
**Responsibility: Executive Director/Maintenance Date: June 30, 2012**
2. Finish the addition to the 8<sup>th</sup> Avenue Day Program to include new bathrooms and lunchroom.  
**Responsibility: Day Program staff Date: November 2012**
3. To develop a plan to solve the physical/architectural issues at Orchard House to better meet the needs of the clients, to include the front steps if needed.  
**Responsibility: Orchard House Committee/Board of Directors/CLC for Orchard House  
Date: by March 31, 2013**
4. To leave the ramp at the Administration office as is, but install permanent railings and ensure the entrance way is safe.  
**Responsibility: Administration/Maintenance Date: April 30, 2012**

### B. Attitudinal

Questions pertaining to attitudes towards persons served including staff, the organization and other stakeholders were asked.

#### Orchard House

- Staff persons are not comfortable providing all forms of care. One staff member currently feels a client is too volatile and dangerous and should be removed.

#### **Recommendations regarding Attitudinal Issues:**

1. Provide training to all staff regarding mental health issues for clients, especially Casual Employees.  
**Responsibility: Administration/CLC's Date: March 2013/ongoing**
3. At Orchard House, to continue to utilize professionals in helping with clients with mental health issues, ensure procedures are in place and implemented and insist that the one client go to Provincial Assessment Centre.  
**Responsibility: CLC for Orchard House/Executive Director Date: April 2012/ongoing**

## C. Environmental

Questions regarding lighting, use of visual/audible safety devices and noise level were asked.

### Orchard House

*The home is excessively noisy – there is limited living room, dining room and common areas, and some very vocal and loud clients with behavioral issues.*

*8<sup>th</sup> Avenue Day Program – Equipment is noisy when equipment is in use, but ok as ear protection is used.*

### 25<sup>th</sup> Avenue, Purcell Place, 8<sup>th</sup> Avenue Day Program, H.J., 16<sup>th</sup> Avenue, Orchard House

*These homes/programs noted that there was no visual/audible safety devices to warn visual or hearing impaired persons of emergencies, but this is not an issue with clients at these locations at the present time.*

### **Recommendation regarding Environmental Issues:**

To develop a plan to solve the physical/architectural issues at Orchard House to better meet the needs of the clients.

**Responsibility: Orchard House Committee/Board of Directors**

**Date: by March 31, 2013**

## D. Financial

Are there currently any known or assumed financial barriers within the home/program that could influence service delivery in a negative way?

### 25<sup>th</sup> Avenue

*Costs of some medications continue to be a financial burden.*

*Coordinators can apply to access the CDSCL Clients fund if alternatives are not available.*

### 16<sup>th</sup> Avenue

*As of January 2012 two clients have moved out. This will change overall budget and rental income/output.*

### Orchard House

*Grocery/Household budget is barely keeping pace with expenses. Clients here are very hard on items and hardware, cleaning supplies, laundry supplies etc. are used at an above average rate because of clients' personal needs etc.*

### **Recommendations regarding Financial Issues:**

1. To work with the funding agency to ensure that the empty bed at 25<sup>th</sup> Avenue is filled and that the shortfall in the house and rental budgets are covered due to vacancies.

**Responsibility: Executive Director Date: March 31, 2013**

2. To continue to discuss and develop a strategy for reducing/eliminating net Incentive Allowance costs for the Day Programs.

**Responsibility: Executive Director/Activity Program Coordinator Date: by March 31, 2013**

3. To explore and pursue options for the clients leaving 16<sup>th</sup> Avenue and for the home, and/or to replenish lost revenues from clients moving out.

**Responsibility: CLC /Executive Director/Leadership Team Date: by June 2012**

## E. Communication

Questions were asked regarding barriers to communication and lines of communication.

### Orchard House

*Issues with aggressive mentally ill client are very hard to address despite help from DDMH and doctors and protocols.*

**Recommendation regarding Communication:**

See above recommendations for Orchard House under Attitudinal and Environmental sections.

**F. Employment**

*All areas reported that they were meeting the employment needs of the persons served.*

*All areas reported that accommodation for employees with physical/visual or hearing impairments are not required at this time and would be made if and when required.*

**Recommendations regarding Employment:** None

**G. Transportation & Community Access**

Are transportation needs met for the persons served within the community at large?

Orchard House

*All clients except one have their transportation issues addressed – one client is in a wheelchair and needs to use a wheelchair lift equipped van. We borrow this from 25<sup>th</sup> Avenue but it doesn't meet overall recreational needs etc.*

*We had been pursuing a move to 25<sup>th</sup> Avenue, however this did not occur. Staff can access the wheelchair van from 25<sup>th</sup> Avenue or Purcell Place, but may need to arrange for someone to drive.*

Purcell Place

*Continue to work towards getting a wheelchair van – issues with Medichair not responding.*

*Note a Wheelchair van was purchased April 2012.*

**Recommendations for Transportation & Community Access**

1. To ensure staff have qualifications to drive the wheelchair van at Purcell Place.  
**Responsibility:** Executive Director      **Date:** by October 2012
2. To ensure staff at Orchard House can access a wheelchair van when required.  
**Responsibility:** CLC's      **Date:** ongoing
3. To request that the town puts in a sidewalk by the grain elevators on Pine Street.  
**Responsibility:** Executive Director/Board of Directors      **Date:** by October 2012