

ACCESSIBILITY REPORT AND PLAN

APRIL 2013

Review of Prior Recommendations from 2012/13:

A. Physical Architectural Access

Recommendations regarding Physical/Architectural Access:

1. To pave the north parking lot at 25th Avenue.
Responsibility: Executive Director/Maintenance **Date:** June 30, 2012 *Done*
2. Finish the addition to the 8th Avenue Day Program to include new bathrooms and lunchroom.
Responsibility: Day Program staff **Date:** November 2012 *In progress*
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
Done – A plan has been developed for renovations and addition and is awaiting approval for financing from CLBC.
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
Entrance way is now safe, but the permanent railings have not been installed. This is on the list for Maintenance.

B. Attitudinal

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
Some training was done specifically for staff at Orchard House, but not for Casuals. We found that the training available is generic and does not always apply to the specific needs of the clients. We have had Susan Davis do specific planning and information sharing for staff regarding an individual. This seems to have some benefit.
2. 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
Done - We have continued to use professionals in this manner. The client did go to the Provincial Assessment Centre. Her current living arrangements will continue. A Care Plan is in place for her with guidelines regarding her visitation at the home. The PAC recommended an additional 5 hours of 1-1 staffing per day, but CLBC has only committed to 6 hours per week. This is now in place and is used to address some of the recommendations.

C. Environmental

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/Bd of Directors **Date:** by March 31, 2013
Done - Plan has been developed for renovations and addition and is awaiting approval for financing from CLBC.

D. Financial

Recommendations regarding Financial Issues:

1. To work with the funding agency to ensure that the empty bed at 25th 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
Done – CLBC has committed to this home as a resource. All beds are currently filled. Rental monies are at full amounts.
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
We have reduced the Incentive Allowance costs somewhat and increased the revenues for the Woodshop and Recycling. As of April 01/13 the CLBC budget does not include the cost of Incentive Allowance over and above matching revenues. This may cause a deficit for the program, but we should be able to absorb some of this through the gradual decrease of Incentive Allowance and the reduction of other expenses and increasing of revenue.
3. To explore and pursue options for the clients leaving 16th 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
We were up to 4 clients for a short time due to two individuals moving in to the lower floor. However, we now have a total of three, which does not bring in enough rent to pay for the expenses for the home (Utilities, Property Taxes, Property Insurance, Repairs/Maintenance, Internal Loan, Replacement Reserves etc.).

E. Communication

Recommendation regarding Communication:

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

F. Employment

Recommendations regarding Employment: None

G. Transportation & Community Access

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
Done – All regular staff and the Floater for Purcell Place have a current Class 4 License.
2. To ensure staff at Orchard House can access a wheelchair van when required.
Responsibility: CLC's **Date:** ongoing
It was reported that Orchard House staff requested and was granted use of the 25th Avenue wheelchair van once in the last year.
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
Note: This should actually be "Railway Boulevard".
Done – A letter was sent to the Town of Creston in August – we were informed that this request would be considered in the next year's capital planning session. We have not heard back on this.

ACCESSIBILITY PLAN FOR 2013/14

Survey forms were filled out by Community Living Coordinators in December 2012. Responses are based on observations and comments from Coordinators, staff and clients. Recommendations for 2013/14 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

- Main entrance is narrow
- There is limited space to assist clients in the main bathroom.
- Only two clients can access the upper floor.
- There is limited seating in the kitchen for meals.

It was noted that plans for the renovation will address these issues.

16th Ave

Parking is tighter now that there are two separate programs.

- *Resolution of parking issues maybe part of possible staffing and Coordinator changes in the future.*

7th Ave Day Program

The bathroom will be renovated in the Spring of 2013.

8th Ave Day Program

- Will have two new washrooms in 2013 – *in progress.*

Recommendations regarding Physical/Architectural Access:

1. Finish the addition to the 8th Avenue Day Program to include new bathrooms and lunchroom.
Responsibility: Day Program staff **Date:** June 2013
2. To obtain funding so that we can move forward with the Renovation Plan for Orchard House and to develop a contingency plan if funding is not available.
Responsibility: Executive Director/OH Committee **Date:** by September 30, 2013
3. To leave the ramp at the Administration office as is, but install permanent railings and continue to monitor the safety of the front entrance.
Responsibility: Administration/Maintenance **Date:** June 2013
4. To renovate the bathroom in the 7th Ave Day Program.
Responsibility: Maintenance **Date:** June 2013
5. To discuss and develop a plan to deal with the parking issues at 16th Avenue.
Responsibility: CLC's for 16th Ave/Executive Director

B. Attitudinal

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

25th Avenue

Staff are not comfortable providing all forms of care.

- Behaviorally aggressive clients cannot be served at 25th Ave.
- Staff may need increased Education on clients as we are now the "Medical" program.

Purcell Place

Staff at Purcell have not been considerate and respectful to one another. Purcell Place has experienced difficulties with Team decisions – a list of procedures has been posted, including lines of communication.

Recommendations regarding Attitudinal Issues:

1. Provide training to Orchard House staff regarding mental health issues for specific clients via DDMHS, and to provide orientation to Casual Employees regarding strategies developed for specific clients.
Responsibility: Roger Smith/Administration/DDMHS **Date:** March 2013/ongoing
2. To provide education on Dementia and Palliative Care, mainly as it pertains to specific individuals on a case by case basis.
Responsibility: Coordinators/Administration/IHA **Date:** March 2013/ongoing

C. Environmental

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

Orchard House

The home is excessively noisy – The house can be noisy in common areas at times because of clients' emotional and mental health concerns.

8th Avenue Day Program

- The program is noisy, but it was noted that this is a woodshop. It is noisy when the saws are in operation, but hearing protection is worn.
- There are two individuals with hearing impediments, but both can hear the smoke alarms.

7th Ave Day Program

It was noted that there was no visual/audible safety devices to warn visual or hearing impaired persons of emergencies, but this is not considered a concern at this time.

Recommendations regarding Environmental Issues: None

D. Financial

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

8th Ave Day Program

CLBC is cutting funding to clients' Incentive Pay. We are attempting to increase Woodshop sales, Recycling Fees and the number of Recycling customers. Also, we are only paying individuals when they are here (reduced holiday and sick pay.)

16th Avenue

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

Orchard House

PAC Assessment from CLBC (PAC) of one client this past summer recommended up to 5 hours of 1-1 staff for a client. It appears because of financial restraint that CLBC will not be able to follow through on this at present. Note – we are receiving 6 hours per week of funding for this and started adding 2 hours per day Mondays, Wednesdays and Fridays in March.

Recommendations regarding Financial Issues:

1. To continue to work on reducing/eliminating net Incentive Allowance for the 8th Ave Day Programs and balance the budget with the decrease in funding.
Responsibility: Executive Director/Activity Program Coordinator **Date:** by March 31, 2014

2. *To develop a plan to deal with the reduction of rental income at 16th Avenue.*

Responsibility: CLC's for 16th Ave/Executive Director

E. Communication

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

Purcell Place

Some staff have had issues around written communication – this has been addressed and continues to be monitored for further issues.

Recommendation regarding Communication:

No Recommendation

F. Employment

- *All areas reported that they were meeting the employment needs of the persons served or that it was Not Applicable.*
- *All areas reported that accommodation for employees with physical/visual or hearing impairments are not required; 8th Ave #4 noted that these 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?

All areas responded “Yes”.

Orchard House

It was noted that one client is confined to a wheelchair and has only limited use of a wheelchair van at present.

8th Avenue Day Ptoram

Note - Individuals use the Handibus or walk to and from the Woodshop independently.

Recommendations for Transportation & Community Access

1. To ensure staff at Orchard House can access a wheelchair van when required. The van at 25th Avenue can be available Tuesdays, Thursdays and Fridays.

Responsibility: CLC's **Date:** Ongoing