

POLICY ON ACCESSIBILITY

PURPOSE

To identify and remove barriers that may limit accessibility and community integration, to enhance the quality of life for people supported, implement nondiscriminatory employment practices, meet legal and regulatory requirements, and meet stakeholder expectations.

SCOPE

This policy applies to all LADD services, support staff, people served, and all individuals who have contact with services.

POLICY

It is the policy of LADD to identify and remove barriers that limit a person's access to their community, to engage in employment practices that do not discriminate, and to create an open and accessible environment for all stakeholders, within LADD and the broader community. Areas reviewed include but are not limited to: attitudinal, architectural, employment, transportation, communication, environmental, financial, cultural, community integration, and technological.

STANDARDS AND DEFINITIONS

All employees of LADD must be committed to promoting accessibility and removing barriers to accessibility in the following areas:

ATTITUDINAL- Attitudes of employees and other stakeholders, preconceived ideas on how people are viewed. This includes anyone who is in contact with LADD. This is the language we use/language they use and how we invite and use input.

ARCHITECTURAL- Physical Barrier, access to buildings or facilities. Could be limited by door size, lack of ramps, braille signage, and light alarms

EMPLOYMENT- Flexibility in the workplace/Reasonable accommodation, lack of options designed to make the workplace flexible and accommodating special needs.

COMMUNICATIONS/INFORMATIONAL- All provided information is in an easily understood format. Absence of materials in other languages or materials that are too technical and not understandable

TRANSPORTATION- having the ability to reach locations of their choosing.

ENVIRONMENTAL- Any location that may hinder or impede service delivery. Locations or characteristics that could be considered unsafe, lack confidentiality, or interfere with access, such as lighting, soundproofing, or décor.

FINANCIAL- Insufficient funding for services.

CULTURAL- Characteristic features of everyday existence (such as diversions or a way of life) shared by people in a place or time. Two of the most common cultural barriers are language and religion.

COMMUNITY INTEGRATION- Anything that would keep a person from returning to full participation in their community of choice.

TECHNOLOGICAL- use of computers and software to assist with access.

OTHER- Any other barrier identified by people, employees, and stakeholders.

BARRIER- Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

MODIFICATION- a change or update made to a system, location, or item to improve functionality. Modifications are intentional and arise when there is risk to health or safety. Modifications must be reviewed in the contract agency PCP. See LADD PCP Instructions for additional information.

ACCESSIBILITY — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It describes how widely a service, product, device, or environment is available to as many people as possible.

ACCESSIBILITY PLAN – An accessibility plan is developed to address improvements or alternatives to any identified barriers or modifications. The plan begins with assessing the accessibility needs of the people served, employees, and other stakeholders.

PROCEDURE

- I. Accessibility Checklist- Barrier Removal Plan and Modification Review
 1. An Accessibility Checklist Barrier Removal Plan and Modification Review is completed annually at a minimum for each person who receives staffing supports as part of the Person-Centered Planning process.
 - a. The Accessibility Checklist is completed in Phase I of the Person-Centered Planning process.
 - b. Manager will complete and sign the checklist. The Area Supervisor must review and approve and then sign and date the checklist before it is submitted to the QA Department.
 2. Section II of the Accessibility Checklist is the documented action plan for removal of identified barriers and modifications.
 3. Action Plans include the following:
 - a. Possible solutions for resolving the barrier or modification
 - b. Established timeframe for removal or review priority
 - c. Additional resources and support needed for removal and review
 - d. Responsible Party
 - e. Costs that are outside of daily resources
 4. If a barrier or modification is identified outside My Person-Centered Planning process management, will complete the Accessibility Checklist Barrier Removal Plan & Modification Review and submit it to the QA Department. The manager will complete and sign the checklist. The Area Supervisor must review and approve the checklist, then sign and date it before submitting it to the QA Department. Barriers and modifications are reviewed at the Monthly Family Staff Meetings and reported to the Area Supervisor.
 - a. Area Supervisor is responsible for assisting the Manager in completing an Accessibility Checklist and submitting it to the QA Department.
 5. Annual report on the Accessibility Checklists will be reviewed by the Emergency Management Committee. EMC will request a Steering Committee Review if needed.
- II. Additional accessibility topics:
 1. Requests for reasonable accommodation are reviewed when identified, decided upon, and documented. When accommodation is unable to be made, LADD will assist with a referral to another accessible resource when possible.
 2. Community access and integration will be available to all people who receive support and services.
 3. An Admission/Discharge Policy is available for each service and is distributed to the person and legal guardians.
 4. If an architectural modification is needed to ensure accessibility in a person's home, management will assist the person supported, if authorized, in contacting the landlord or looking for other community resources.
 5. LADD has a fully developed and maintained website that is responsive to the changing needs of the people served, families, and those who have contact with the company's services. It has been developed in an easy-to-follow format and is reviewed for quality suggestions throughout the year. Information is protected with employee login and password security systems.
 6. All transportation services and alternative housing locations provided by or prepared for LADD are monitored for accessibility.
 7. Management responds in a timely manner to any barrier reports submitted by other agencies.
 8. Specific requests for corrective action will be directed to the Corporate Compliance Officer so the information can be forwarded to the appropriate department for tracking and resolution.