



Lifetime Networks

Accessibility Plan November 2017-November 2018

The purpose of the Accessibility Plan is to communicate Lifetime Networks' ongoing commitment to enhancing the quality of life for those served, continue to implement nondiscriminatory employment practices, meet legal and regulatory requirements, and to meet the expectations of stakeholders in the area of accessibility.

The Accessibility Committee is responsible for addressing the identified barriers and developing the plan for the removal and / or prevention of barriers. The Accessibility Plan is reviewed annually.

This plan addresses the following areas of accessibility:

1. Architectural
2. Environmental
3. Attitudinal
4. Financial
5. Employment
6. Communication
7. Transportation
8. Community Integration
9. Technology
10. Other Barriers

The Development of the Accessibility Plan

Every year Lifetime Networks gathers information about accessibility barriers experienced by any of our stakeholders including, persons served, family members, staff and other stakeholders.

Formal Methods:

We have four processes and associated forms to capture accessibility barrier issues identified by stakeholders.

1. **Accessibility Barrier Report form:** This form can be completed at any time by any stakeholder who wants to bring an accessibility barrier to the attention of the accessibility committee. The accessibility committee responds to any barriers identified in a timely manner. Participants are made aware of this form during their Person Centered Planning meetings. These barriers are documented in the annual accessibility plan.
2. **Annual Website Accessibility Survey Form:** The Website was updated in 2017 and has undergone a complete reformatting. It was decided that the *annual website accessibility survey* would be skipped in 2017 to allow more time for this new website design to be launched and undergo troubleshooting. A revised website survey was created in 2018.
3. **Request for Reasonable Accommodation Form:** This form is made available to all person served and staff who want to make a request for reasonable accommodation. These requests are first reviewed by the relevant manager, and then forwarded to the Accessibility Committee for review. A version of this form is available on the Lifetime Networks Website.
4. **Satisfaction Survey:** The following question regarding accessibility was added to our agency wide 2017 Satisfaction Survey. "Are the facilities at Lifetime Networks Accessible to you?" Results will be compiled and analyzed in the Satisfaction Survey Report and forwarded to the Accessibility Committee for review and to be added to the Accessibility Report

Formation of the Accessibility Committee

Pervious iterations of this plan referenced an Accessibility Committee. While there were staff members designated to work on the Accessibility Plan, there was no formal Accessibility Committee in existence to monitor and address the ongoing accessibility issues indicated in the plan.

In 2017, a formal Accessibility Committee was created. Currently, this consists of two staff members who are responsible for the plan, and a volunteer participant. The goal is for the Committee to meet every two months to review the Accessibility Goal Grid and any barrier forms or accommodation requests, and take action on (or delegate) items identified. Minutes from these meetings have not been taken, which is why that will now be a goal for 2019.

Results of Request for Reasonable Accommodation Report for Staff and Persons Served

The Accessibility Committee received three requests for Reasonable Accommodation from *staff* between November 2017 and November 2018.

The Accessibility Committee received one request for Reasonable Accommodation from *persons served* between November 2017 and November 2018

In November 2018, the form was altered to add, *“Please submit this document to your appropriate manager. Following its review, your manager will forward this document to the Human Resources Facilitator. The Human Resources Facilitator will then edit this document for confidentiality, place it in your file, and forward it to the Accessibility Committee for retention and analysis.”*

Staff

- **Accommodation:** A kneeling chair to relieve back pain
Results: Approved to purchase a new chair, however the staff member decided to use a kneeling chair already on site.
- **Accommodation:** Desktop computer or wireless keyboard and wireless mouse as recommended by physio
Results: Approved to buy wireless keyboard and mouse, ordered on October 11, 2018
- **Accommodation:** Chronic pain while typing because of the set up of laptop. A vertical mouse as well as “clip on” armrest and gel wrist rest
Results: Approved to purchase all, at the time of writing this report, staff member was in the process of choosing which items to order.

Persons Served

- **Accommodation:** Our cleaner, although very ecofriendly, has started to trigger a participants asthma during the “Great Big Clean”, when a larger than usual amount is used.
- **Results:** This participant may now clean in our other office space during the “Great Big Clean”, without the use of cleaner. This accommodation will allow him to participate and stay healthy. This accommodation was requested and completed in July 2018.

Results of Annual Review of Accessibility Barrier Reports

The Accessibility Committee received two Accessibility Barrier Report from *staff* between November 2017 and November 2018.

The Accessibility Committee received one Accessibility Barrier Report from *persons served* between November 2017 and November 2018

Staff

Barrier: A staff member, hosting a practicum student, requested that the back office space be made accessible for the practicum student who uses a manual wheelchair.

- **Action:** In September 2018, the filing cabinets and the air conditioner in the back office were moved to create an accessible space. In addition, a desk was cleared for the student's use and the chair moved out of the student's way on the days when she is in the office. The student was asked if the space was accessible, welcoming and comfortable and the Accessibility Committee was assured that the spaced worked well for the student.
- **Status:** Completed

Barrier: Bathroom door was not locking properly.

- **Action:** This is an ongoing issue, one in which staff are well aware. The door was tightened and a "shim" was added to the track to improve gliding
- **Status:** There is no permanent solution to this issue due to the construction of the door. It will continue to be monitored by staff and remains a priority for 2019

Persons Served:

The Accessibility Committee approached an individual who uses a wheelchair to test our ramp for winter usage so that this individuals' input can help inform the "winterized ramp plan". One barrier was identified.

Barriers: The Ramp is very steep and when wet or icy is very dangerous.

- **Action:** We will continue to salt the ramp in the winter months. In addition, we will offer to have staff met individuals at the bottom of the ramp to offer assistance if desired.
- **Status:** It is strongly anticipated that we will be moving by November 2019, which means that this issue will not carry over unless we do not move. If we don't relocated, the Accessibility Committee will implement a winter plan.

Results of Annual Website Survey Barrier Report

Originally, the Accessibility Committee had the goal of conducting our website survey by November 2018. This goal was not met due to staffing time constraint as well as to the fact that we use a shared Survey Monkey account and were not able to access it within enough time to be completed by the end of November. In addition, the committee feels that a survey sent out close to the holiday season may not receive as much response as one sent out in mid-January, which is now the target date. The results of the website survey will be added to the 2018-2019 Accessibility Report.

Additionally, now that the major improvements have been made to our website, the Accessibility Committee has decided to conduct a website survey every 2-3 years instead of annually.

Results of the Agency Wide Annual Satisfaction Survey

In 2017, the following question regarding accessibility was added to our agency wide Satisfaction Survey, “are the facilities at Lifetime Networks accessible to you?”

In 2018, the same question was asked on the Satisfaction Survey. The target populations of the survey include: supported individuals, family / caregivers, volunteers/practicum students, and staff members.

The RESPONSE RATE-2018

Supported Individuals	55 out of a possible 169 is 33%
Family/Caregivers	65 out of a possible 169 responses is 38%
Volunteers, Practicum Students,	28 out of a possible 94 responses is 30%
Staff Members	43 out of a possible 105 responses is 41%
Total Responses	191 out of a possible 537 is 36%

Results were compiled and analyzed in the *Satisfaction Survey Report* and forwarded to the Accessibility Committee. Here are the results:

Supported Individuals:

- When we asked Supported Individuals if the facilities at Lifetime Networks are accessible to them, 96% of people said “yes” and 4% of people said “no”. This is exactly the same response as last year’s survey.

Family Members/ Caregivers:

- When we asked Family Members and Caregivers if the facilities at Lifetime Networks are accessible to them and their loved ones, 95% said “yes” and 5% of respondents answered “no”; this was similar to the response last year. The distance of the Lifetime Networks building from their homes, (specifically in West Shore) was the reason given by two of the individuals who answered that the facilities are not accessible to them and their loved ones.
- When we asked Family Members and Caregivers if the services at Lifetime Networks are accessible to their loved ones, 100% of people said “yes”, which was a slight improvement from last year when 97% of respondents answered “yes”.

Volunteers, Network Friends, Board Members and Practicum Students

- When we asked Volunteers, Network Friends, Board Members and Practicum Students if the facilities at Lifetime Networks are accessible to them, 28% of the respondents indicated that the question was not applicable to them.
- For those that found the question applicable, 94% answered “yes” and 6% answered “no”. This is more or less the same as the answers from last year, and the comments we collected on this question indicated that the physical space at Lifetime Networks is accessible for people who use wheelchairs, but that the geographic location of events and the Lifetime Networks office can be challenging for people who live “farther afield.”

Staff Members:

- When we asked Staff Members if the facilities at Lifetime Networks are accessible to them, 5% indicated that this question was not applicable to them. Of the remaining Staff Members, 95% answered “yes” and 5% answered “no”; this response was the same as last year.

Summary:

After analyzing the data generated from the *Satisfaction Survey*, the Accessibility Committee has determined that there is no course of action to be taken by the committee as no outstanding issues of accessibility were identified.

Request for Reasonable Accommodation – Persons Served and Staff Definitions

Architectural or physical barriers may include preventing access to a building for an individual who uses a wheelchair, narrow doorways that need to be widened, bathrooms that need to be made accessible, the absence of light alarms for individuals who have a hearing impairment, and the absence of signs in Braille for individuals who are blind.

Environmental barriers can be interpreted as any location or characteristic of the setting that compromises, hinders, or impedes service delivery and the benefits to be gained. These may include the persons served and/or personnel do not feel safe or feel that confidentiality may be risked. Internal barriers may include noise level, highly trafficked areas used for service delivery, or type or lack of furnishings and décor that impact the comfort level of the persons served and personnel. In a work environment, lighting may be a barrier if, for instance, fluorescent lighting is used and the flicker precipitates seizure activity in an individual. The physical office environment could present a barrier if it is noisy or is a very open structure and an individual is easily distracted by activity. Fragrances in the workplace could be considered an environmental barrier as many persons have allergic reactions to various smells and do not perform at their best under such conditions.

Attitudinal barriers may include terminology and language used. How persons with disabilities are viewed and treated by the organization, their families, and the community. Whether input of persons served is solicited and used. Whether or not the eligibility criteria of Lifetime Networks creates barriers for individuals with specific types of disabilities.

Financial barriers include insufficient funding for services/supports, Lifetime Networks might advocate at a legislative level for increased funds, or may promote activities to directly raise money for the support of a service or person served.

Employment accommodation requests provide flexibility in the workplace, such as requests for flex time, job sharing, part-time work, or compressed work schedules. These types of practices make Lifetime Networks more family-friendly and can lead to more productive workplaces for Lifetime Networks and a more satisfying setting for all employees.

Communication barriers include the absence of materials in a language or format that is understood by the persons served. This includes written material and the Lifetime Networks website.

Transportation barriers include persons being unable to reach service locations or being unable to participate in the full range of services/supports and activities offered.

Community Integration are barriers that would keep the person served from returning to full participation in their community. For example, the lack of a lift at the local public swimming pool, lack of scheduling availability at the local gym for adaptive sports programs, or lack of accommodation for the person served to return to volunteering at a community level.

Other Barriers could include evolving technology, the upkeep of equipment/assistive technology.

Request for Reasonable Accommodation – Staff

Name: _____ Date: _____

Request: _____

Category: Architectural Environmental Attitudinal Financial

(See backside for Definitions) Employment Communication Transportation Community Integration

Other Barriers Specify: _____

To be completed by the Executive Director or Program Manager

Reviewed by: _____

Date: _____

Decision: _____

Comments: _____

Name: _____

Date Implemented: _____

If declined, list what action was taken to refer to other resources that are accessible: _____

Please submit this document to your appropriate manager.

Following its review, your manager will forward this document to the Human Resources Facilitator.

The Human Resources Facilitator will then edit this document for confidentiality, place it in your file, and forward it to the Accessibility Committee for retention and analysis.

Request for Reasonable Accommodation – Persons Served

Name: _____ Date: _____

Request: _____

Category: Architectural Environmental Attitudinal Financial
(See reverse Employment Communication Transportation Community Integration
for Definitions)
Other Barriers Specify: _____

To be completed by the Executive Director or Program Manager

Reviewed by: _____

Date: _____

Decision: _____

Comments: _____

Name: _____

Date Implemented: _____

Date added to PCP: _____

If declined, list what action was
taken to refer to other
resources that are accessible: _____

Please submit this document to your appropriate manager.

Following its review, your manager will forward this document to the Human Resources Facilitator.

The Human Resources Facilitator will then edit this document for confidentiality, place it in your file, and forward it to the Accessibility Committee for retention and analysis.

POLICY TYPE: ORGANIZATION-ORG POLICY TITLE: ACCESSIBILITY

PURPOSE

To ensure access for all, Lifetime Networks is committed to the reduction and removal of barriers for the individuals supported, employees, volunteers and other stakeholders.

POLICY STATEMENT

Lifetime Networks has a written Accessibility Plan to address barriers. These barriers include: architectural, environmental, communication, employment, transportation, financial, community integration, technology and attitudinal.

PROCEDURE

- Lifetime Networks will report annually on the results achieved and improvements in the reduction and removal of barriers through the development, distribution and implementation of the Accessibility Plan.
- Lifetime Networks will conduct and/or participate in an annual assessment of accessibility barriers for the individuals it supports, employees, volunteers, and other stakeholders.
- Lifetime Networks will complete an assessment of organizational services, buildings and community settings accessed by the persons served. The assessment may include:
 - Interviews with individuals receiving services
 - Promotional materials
 - Information pertaining to the organization's vehicles, employee owned and operated vehicles if and when the employee is expected to provide transportation for individuals served, specialized transportation and public transportation
 - Lifetime Networks uses accessible public transportation rather than personal vehicles whenever possible and when an individual requires more accessible transportation.
 - Record of concerns and complaints regarding accessibility barriers
 - Request for Reasonable Accommodation for persons served and employees
- Lifetime Networks will make the report available to stakeholders and the community upon request.

Accessibility November 2017 to November 2018 Goal Grid

#	Goal	Indicator for Success	Person Responsible	Timeline	2017 Completion Date/Status	2018 Completion Date/Status
Architectural						
1.	<p>Identified Barrier: The only washroom at LN that is wheelchair accessible doesn't lock properly</p> <p>Goal: Regular maintenance of door lock (tighten as required)</p> <p>Priority: High</p>	Individuals served and other stakeholders feel comfortable accessing this washroom	<p>Person Responsible: Finance Director, Citizen Staff and Admin Assistant</p> <p>Cost if Applicable: NA</p>	Ongoing	<p>Citizen staff monitor the door and ensure it is accessible on program days when wheelchair access is needed. The rest of the time, the second door is used instead. Door lock was tightened through out the year, which was a successful approach.</p>	<p>Continue to check the tightness of the lock and adjust as needed. Citizen staff and admin assistant continue to monitor door on days when wheelchair access is needed.</p> <p>A bottom piece of material was added to the bottom track to enhance gliding and prevent sticking.</p>
Environmental						
3.	<p>Identified Barrier: During the winter, the ramp leading to the building freezes making it difficult for persons served and others to access the building.</p> <p>Goal: To ensure safety and accessibility of our site location for all persons served and other stakeholders throughout the winter months.</p> <p>Priority: High</p>	<p>Indicators for Success: A Winter Accessibility Plan is developed to address accessibility issues particular to the winter months.</p>	<p>Person Responsible: Accessibility Committee, Executive Director, and Financial Director</p> <p>Cost: N/A</p>	Ongoing	<p>We have tabled the winter accessibility plan indefinitely due to the strong possibility of relocation. If we have not relocated by November 2018, a winter accessibility plan will be developed</p>	<p>As of October 16, 2018-, It is unlikely that we will relocate before the end of the winter season.</p> <p>A person served who uses a wheelchair will be asked for their input on how to best winterize the ramp for wheelchair use during the winter season.</p> <p>If we remain at our current location for winter 2019, we will have to implement the same winter ramp plan as for winter 2018</p>

Attitudinal						
3	<p>Identified Barrier: Potential negative attitude towards individuals with disabilities by our business neighbours</p> <p>Goal: Proactively address potential negative attitude towards individuals with disabilities by our business neighbours</p> <p>Priority: High</p>	Positive relationships developed with our business neighbours	<p>Person Responsible: Leadership team and all staff</p> <p>Cost if Applicable: NA</p>	Ongoing	<p>As we moved through 2017 we continued to develop relationships with business neighbours by maintaining communication and sending out cards when appropriate (holidays, appreciation, etc.).</p> <p>At each CQI meeting we will collect any reports of outreach or concerns by the neighbouring businesses. Any pressing issues may be brought forth to the accessibility committee for review</p> <p>We will send cards to 7/11 and Dominos and Mt Doug Market, Starbucks (they are big, positive supporters of our participants)</p>	<p>Update- October 16, 2018- We sent cards to the above mentioned places as well as to other multiple places</p> <p>Create a systematic way to collect evidence of our neighbour's attitudes as well as collect evidence of how we as an agency proactively address and promote positive interactions.</p> <p>A potential solution- add the collection of this data to the agenda as a standing bullet point under Accessibility so that it stands as a reminder to collect the information</p>
Financial						
4.	<p>Identified Barrier: Program fees may present as a financial barrier to individuals.</p> <p>Goal: Continue to offer scholarships and bursaries.</p> <p>Priority: Medium</p>	<p>Indicator For Success: All individuals who apply for a scholarship or bursary receive it.</p>	<p>Executive Director and Finance Director</p> <p>Cost: \$97,000</p>	<p>Ongoing</p> <p>To be reviewed upon each additional request</p>	<p>100% of individuals who applied for a scholarship or bursary in 2017 received it.</p> <p>Clothing Drop Initiative started in September 2017 provides additional financial funding for scholarships and bursaries</p>	<p>October 16, 2018: A new, part-time, grant writing position was created in May 2018. Some of the funds generated from this position will go directly to supporting our scholarships and bursaries, other funds will directly support the creation of new programs and help sustain established programs, which frees up other funds to</p>

						<p>cycle back to scholarships and bursaries</p> <p>This goal will always be ongoing as there will likely never be enough funding for individuals who seek our services and we are committed to making our services accessible</p>
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Employment

5.	<p>Identified Barrier: Staff may find it difficult to access the reasonable accommodation form that was created.</p> <p>Goal: Increase awareness and access to the staff accommodation form.</p> <p>Priority: Low</p>	<p>Indicators for Success: Program managers will have accommodation forms on hand for staff to request, and forms will be available on staff section of LNV website. All staff will be informed of this document during orientation.</p>	<p>Person Responsible: Managers</p> <p>Cost if Applicable: NA</p>	<p>Completed Fall 2016</p>	<p>Forms are available on the staff section of the LNV website as of May 2017.</p>	<p>HR added information about the staff accommodation form to orientation presentations and packages for December 2018.</p>
6.	<p>Identified Barrier: There has previously not been a process for objectively collecting, identifying and resolving reasonable accommodation reports and requests from staff.</p> <p>Goal: Accessibility committee will review</p>	<p>Indicators for Success: Accessibility committee will review all accommodation reports and requests and compile critical thoughts on reports to be shared in the Accessibility Report</p>	<p>Person Responsible: Accessibility Committee, Program managers</p>	<p>Target Date: Ongoing</p>	<p>Process for filing an Accommodation forms is still not streamlined and is causing mild delays for individuals. Accessibility Committee will meet to solidify a better plan</p>	<p>As of March 2018, all accommodation requests and reports that are filed will be reviewed by the accessibility committee for analyses.</p> <p>Changes have also been made to the accommodation request forms to outline the new procedure for reporting.</p>

<p>all accommodation reports and requests and compile critical thoughts on reports to be shared in the Accessibility Report</p> <p>Priority: Medium</p>					
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Communication

<p>7. Identified Barrier: Persons served indicated that they could not access our website.</p> <p>Goal: Create a new website that is accessible to persons served.</p> <p>Priority: Medium</p>	<p>Indicators for Success: The new website is live and is easily accessed and navigated by persons served.</p>	<p>Person Responsible: Accessibility Committee, Executive Director, Finance Director</p> <p>Cost: \$4375</p>	<p>Ongoing</p>	<p>The new website has been created and launched as of June 2017.</p>	<p>October 16, 2018. Accessibility Committee decided to create one survey, with staff specific, person served specific and a combo of questions, instead of two separate surveys.</p> <p>Survey will be completed after the "Satisfaction Survey" as we need unrestricted access to Survey Monkey, likely in December 2018</p>
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Transportation

<p>8. Identified Barrier: Individuals served who live in areas with infrequent bus service have difficulty accessing the community with their support workers.</p> <p>Goal: Ensure that LNV is supporting individuals to access their communities to</p>	<p>Indicators for Success: Program managers will work with individuals supported to ensure they are matched with CSW's that are in their communities or have access to reliable transportation, as per their PCP goals</p>	<p>Person Responsible: Program Managers</p> <p>Cost: N/A</p>	<p>As per individual needs, reviewed annually at their PCP</p>	<p>2 passenger vans have been purchased by Lifetime Networks and are available for program use. Primarily for use by Clothing Drop and IW currently, but also available for use by Citizen and CE programs.</p> <p>Ongoing, continue to make all staff aware of the program vans and the</p>	<p>In March of 2018, a suggestion was made by a participant to have bus schedules available for individuals to access. These have been added to the front office area</p> <p>December 2018- A new SUV was purchased for program and CSW usage</p>
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	the best of our abilities Priority: Medium				procedure for signing them out. CE managers will continue to match participants with CSWs who live in their area or who have reliable transportation.	Ongoing, managers will continue to make their staff aware of the program SUV and the procedure for signing it out. CE managers will continue to match participants with CSWs who live in their area or who have reliable transportation.
Technology						
9.	Identified Barrier: There are not enough computers available for participants to use during program time. Goal: Program computers are repaired or replaced. Priority: High	Indicators for Success: All program computers are assessed and repaired, and additional computers made available.	Person Responsible: Finance Director Cost: \$3790	December 2018	Participants in Being a Citizen and Employment Programs still frequently do not have access to computers during class time. It is our hope that there will be 2 new program computers (1 for each side of the office) by December 2018.	October 16, 2018 Participants currently do not have access to ANY computers during program time. Four new computers were ordered, but due to hiring new staff and due to the theft of two computers, this goal has not been achieved Ongoing-The grant writer will look for a technology related grants applicable for funding program laptops
Community Integration						
	Identified Barrier: People served sometimes experience barriers when accessing community. This may be due to lack of social skills, or	Indicators for Success: Lifetime Networks will document evidence of barriers to community inclusion. The Accessibility Committee will gather this evidence and present it in the Accessibility report	Person Responsible: Accessibility Committee, and all staff members Cost: N/A	December 2018	Currently have not received any reports	Ongoing, continue to review reports as they arise, with a year-end review of all reports collected to summarize and strategize on solutions to barriers in the community.

<p>lack of community education</p> <p>Goal: Staff will identify and document barriers as they arise</p> <p>Priority: Low</p>					
Other Barriers					
<p>Identified Barrier: There is no designated committee to address accessibility goals on an ongoing basis.</p> <p>Goal: To form an Accessibility Committee</p> <p>Priority: High</p>	<p>Indicators for Success: Committee is formed and has an ongoing meeting schedule.</p>	<p>Person Responsible: Lyndsey and Lexe</p> <p>Cost: N/A</p>	<p>Completed December 2017</p>	<p>Committee formed in October of 2017</p> <p>A participant has also been recruited to serve on the committee on a volunteer basis.</p>	<p>In December 2018, the Accessibility Committee will lose two of its members, leaving just one staff on the Committee.</p> <p>Recruit at least one more staff member of the Accessibility Committee by the end of January 2019</p>
<p>Identified Barrier: Participants may find it difficult to access the accessibility barrier report form</p> <p>Goal: Increase awareness and access to the accessibility barrier report form.</p> <p>Priority: Medium</p>	<p>Indicators for Success: Program managers and instructors have access to copies of the form. The form is included in the Individual and Family Handbook, as well as in the reception area.</p>	<p>Person Responsible: Program Managers, Instructors, Admin Assistant</p> <p>Cost: N/A</p>	<p>Ongoing</p>	<p>Develop a plan to increase awareness</p>	<p>Increasing Awareness Is Ongoing. However, one way that we are doing this is by adding a Check Box to the Person Centered Plans, which are reviewed annually.</p> <p>Ongoing, continue to promote the use of these barrier forms in the Being a Citizen Program, in Employment, and in Community Engagement, and during PCP reviews.</p>

<p>Identified Barrier: The Accessibility Committee does not have a designated meeting time and when it does meet, minutes are not taken</p> <p>Goal: Set a specific meeting time for every second month and record minutes</p>	<p>Indicators for Success: A meeting time will be set for every second month and minutes will be recorded</p>	<p>Person Responsible: Accessibility Committee</p> <p>Cost: N/A</p>	<p>January-February 2019</p>		
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