



Lifetime Networks

Accessibility Plan 2021

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.

This **Accessibility Plan 2021** is divided into two sections. The first section is a reflection of the past year's progress. The second section is composed of our Accessibility Goal Grid, which will cover the period from January 2021 to December 2021. The Plan's goals are reviewed monthly at CQI meetings and updated as needed.

The Accessibility Committee is responsible for co-addressing identified barriers and co-developing the plan for the removal and / or prevention of identified barriers. Each year, Lifetime Networks gathers information about accessibility barriers experienced by our stakeholders including, persons served, family members, staff and other stakeholders and we report on how the identified barriers were addressed or resolved. This information is part of the Accessibility Plan and is used to show our dedication to being accessible.

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

History of the Formation of the Accessibility Committee

Currently, the Committee is composed of two Coordinators who oversee the Committee. To date, we have had no interest from Person's Served being re-involved with the Committee as they were in 2017. However, several persons served have continued to express interest in "helping" the Committee in determining accessibility barriers as it pertains to them personally. This is useful information and the Committee encourages their input.

Continuing Education of the Accessibility Committee:

The Accessibility Committee is dedicated to furthering its knowledge of Accessibility issues and developments and has subscribed to a wide spectrum of accessibility resources. In 2019, we saw the largest increase in resources that the Committee has decided to monitor. In 2019, the Committee realized that it lacked up today information regarding Accessibility issues directly related to those with diversabilities. Therefore, the Committee decided to seek out professional resources that were relevant to our sector. In 2020, we continue to keep updated on these resources, using them as learning tools for the Committee as well as sharing this information with our persons served, families, staff and other stakeholders. Information is normally shared on our website, social media platforms and agency emails.

Below is a summary of our most used resources for 2020.

Federal Accessibility Legislation Alliance:

Lifetime Networks is a member of the **Federal Accessibility Legislation Alliance** which is a social movement powered by people with disabilities. Over 100 Canadian disability organizations, representing thousands of people with disabilities, are joined to improve access and inclusion. The goal is to create an accessible Canada.

Accessible Canada Act:

On May 29, 2018, Bill C-81 – Accessible Canada Act was passed in the House of Commons with unanimous support. On June 21, 2019 the Bill received Royal Assent. On July 11, 2019, the Act came into force. The **legislation** applies to federally regulated entities, including the federal public administration, federally regulated private sector, Canadian Forces, and Crown Corporations.

The Act adds to the existing rights and protections for people with disabilities, including the *Canadian Charter of Rights and Freedoms*, the *Canadian Human Rights Act* and Canada's approval of the United Nations *Convention on the Rights of Persons with Disabilities*.

You can read the full Act here:

<https://www.parl.ca/DocumentViewer/en/42-1/bill/C-81/royal-assent>

Lifetime Networks receives email updates on the status of this via the Federal Accessibility Legislation Alliance as well as by monitoring the Government of Canada website.

The Provincial Government of British Columbia:

The BC Government has a 10-year Accessibility Action Plan, which was developed in response to the 2014 public consultation. It contains 12 building blocks based on themes that emerged during the consultation.

The Accessibility Secretariat provides annual Accessibility progress update each year. These updates outline highlights and information on progress towards Accessibility goals from:

- Government
- Business
- Communities

The 2018 Progress Update - *Building a Better B.C. for People with Disabilities* provides an overview of the policies, programs and activities helping make B.C. more inclusive for individuals with disabilities. It displays a selection of the work that government, community and businesses have been doing to improve accessibility throughout B.C.

The Accessibility Committee of **Lifetime Networks** subscribes to email updates regarding the 10-year Accessibility Action Plan. Further information can be found at <https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/accessibility/background>

As of 2020, there has not been any updates made public.

BC AccessAbility Week:

On May 31, 2020, the Province launched B.C.'s third annual AccessAbility Week. During AccessAbility Week (May 31- June 6) communities throughout the Province hosted events and activities that promoted inclusion and accessibility. This year, celebrations were online due to COVID-19.

Disability Alliance of BC:

Disability Alliance BC has been a provincial, cross-disability voice in British Columbia. The mission is to support people, with all disabilities, to live with dignity, independence and as equal and full participants in the community. It champions issues affecting the lives of people with disabilities through its direct services, community partnerships, advocacy, research and publications.

Lifetime Networks often refers its stakeholders to the resources provided by the Disability Alliance of BC. These self-help guides explain various benefits and programs, and how to apply for them. <https://disabilityalliancebc.org/category/publications/help-sheets/>

Council of Canadians with Disabilities:

CCD is a national human rights organization of people with disabilities working for an inclusive and accessible Canada.

In November 2019, **Lifetime Networks** Accessibility Committee signed up for “a Voice of Our Own”, the quarterly newsletter from CCD.

We continue to receive these Newsletters and value the information

The BC Community Accessibility Network (BC CAN):

In November 2019, we became a member of The BC Community Accessibility Network (BC CAN) which is a way to stay updated on provincial accessibility issues and developments.

We continue to receive use resources shared from this organization.

The Social Planning and Research Council of British Columbia (SPARC BC):

The Social Planning and Research Council of British Columbia (SPARC BC) was established in 1966 and is a leader in applied social research, social policy analysis and community development approaches to social justice. The mission is to work with communities in building a just and healthy society for all. It is a provincial organization with over 16,000 members, governed by a Board of Directors that is representative of all regions of British Columbia.

Lifetime Networks Accessibility Committee receives regular email newsletters from SPARC.

The Development of the Accessibility Plan

This **Accessibility Plan** describes accessibility barriers (and the planned resolutions of the barriers) that were identified by our stakeholders including, persons served, family members, staff and other stakeholders. The Accessibility Committee then sets goals to be accomplished in the areas of accessibility for the following year.

Formal Methods:

We have four formal processes to capture accessibility barriers identified by our stakeholders.

Accessibility Barrier Report Form: This form can be completed by any stakeholder who wants to bring an accessibility barrier to the attention of the Agency. These requests are first reviewed by the relevant manager or coordinator, and then forwarded to the Accessibility Committee for input or review.

This form is available on the Lifetime Networks Website in the staff section and is covered during the Annual Person Center Plan and is located at the front of our office in the Forms Binder under the Accessibility tab.

These barriers are reviewed in the Annual Accessibility Plan.

Request for Reasonable Accommodation Form: This form is made available to all persons served and staff who want to make a request for reasonable accommodation. These requests are first reviewed by the relevant manager or coordinator, and then forwarded to the Accessibility Committee for input or review. This form is available on the Lifetime Networks Website in the staff section and Annual is covered during the Person Center Plan and is located at the front of our office in the Forms Binder under the Accessibility tab.

Annual Satisfaction Survey: The Accessibility Committee submits several Accessibility specific questions, which are added to the Survey. The results are compiled and analyzed in the **Satisfaction Survey Report** and forwarded to the Accessibility Committee for review, the results then being added to this report.

CQI Monthly Meetings: In 2019, a standing agenda point was added to the CQI monthly meetings to gather reports of outreach or concerns by neighboring businesses.

Informal Methods:

The informal methods of capturing accessibility barrier issues identified by stakeholders includes, but is not limited to:

- 1- Emails (most popular form)
- 2- Planned meetings
- 3- Casual conversations

Results of Annual Review of Accessibility Barrier Reports

It has come to the attention of the Accessibility Committee that having the forms **Accessibility Barrier Report form** and **Request for Reasonable Accommodation** has been confusing for some stakeholders. The Accessibility Committee will look at both forms, and collapse them into one form, adding more detailed instructions on how they are to be used. This will mean that our PCP and Orientation form will be altered as well. As the use of the form by our persons supported is very low we do not anticipate an issues moving forward with this idea.

Staff

The Accessibility Committee received **zero** Accessibility Barrier reports from *Staff* between January 2020- December 2020

Persons Served:

The Accessibility Committee received **zero** Accessibility Barrier reports from *Staff* between January 2020- December 2020

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

Staff

The Accessibility Committee received five formal Request for Reasonable Accommodation from *Staff* between January 2020 and December 2020.

- **Accommodation:** Staff struggles to complete payroll on time and has requested an accommodation to help with this.
- **Results:** Request granted, staff will give verbal confirmation of hours over phone to make sure the shifts are approved.

- **Accommodation:** Staff requested to continue virtual supports in order to protect their health and that of a vulnerable family member
- **Results:** Approved, with a timeline set in place and an adjustment of hours

- **Accommodation:** Four Staff requested standing desks
- **Results:** Wait to further discuss the purchase of standing desks until after the move and we are settled:
 1. Lifetime has many added expenses due to COVID and the move, with decreased revenue due to restricted fundraising.
 2. The new space may have different desks and office configuration that will work better for you. I am happy to purchase risers for your computer if that would help. Staff are satisfied with this response.

- **Accommodation:** Work from home on Tuesday's when I have online meetings- COVID related
- **Results:** Granted until December 7, 2020. Then reviewed- Reviewed- Granted until Jan 8, 2021-to be reviewed then

- **Accommodation:** Work from home Thursday and Friday Afternoon-COVID related
- **Results:** Granted until December 7, 2020. Then reviewed- Reviewed- Granted until Jan 8, 2021-to be reviewed then

Persons Served

The Accessibility Committee received zero formal requests for Reasonable Accommodation from persons served between January 2020 and December 2020.

Reflection:

As noted above, the lack of Accessibility Barrier reports and the low level of Accommodation reports may be caused by the similarities of the forms, which can cause confusion. Additionally, The Accessibility Team, which is composed of Coordinators, knows from their daily work that they, along with other staff, approve accommodation request daily for staff and persons served. The lack of documented proof seems to be related to how routine Accommodation requests are and how staff have woven them into their work day. Finally, having to complete the paperwork to have a documented trail is added work which may account for the lack of completed forms.

Results of the Agency Wide Annual Satisfaction Survey

The Accessibility Committee submitted **four** questions to be included in the Annual Satisfaction Survey of 2020. The results can be seen below:

Supported Individuals

Question: How often do you visit our website?

- **Everyday:** 5%
- **A few times a week:** 8%
- **About once per week:** 0%
- **A few times per month:** 8%
- **Once a month:** 3%
- **Less than once a month :**73%
- **Skipped:** 3%

Summary of Results: More people answered the question this year – only 3% skipped the question, whereas last year 17% of respondents skipped it. Most of the numbers were generally consistent with the 2019 results.

Question: When you visit our website, is it easy for you to find the information you are looking for?

- **Always:** 19%
- **Usually:** 26%
- **Sometimes:** 41%
- **Rarely:** 4%
- **Never:** 10%

Summary of Results: We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often mentioned): program information, general information, events, pictures, Zoom information, and schedules.

The results indicated that 45% of respondents were able to find the information that they were looking for, this is a decrease from last years 66%.

Question: When you visit our website, are you able to locate staff contact information?

- **Always:** 48%
- **Sometimes:** 40%
- **Rarely:** 0%
- **Never:** 12%

Summary of Results: These percentages are relatively consistent with last year's results of 40% who answered "always" or "usually", 50% answered sometimes and 10% answered "never".

Question: When supported individuals were asked if they had any suggestions on improving the website's accessibility, their answers included:

1. Make it clearer to navigate-so the instructions are clerk and simple-nothing to complicated
2. Update more frequently- clearer direction to get me to what I'm looking for
3. Less information per page

Families and Caregivers

Question: How often do you visit our website?

- **Every day:** 0%
- **A few times a week:** 0%
- **About once a week:** 2%
- **A few times a month:** 10%
- **Once a month:** 20%
- **Less than once a month:** 68%

Question: We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often)

Number of Mentions	Type of Information Sought on Website
21	Program-related updates, schedules, descriptions & paperwork
10	Upcoming events
6	News about Lifetime Networks
6	Staff contact information (such as phone number or email address)
6	I never or rarely use the website
3	Resources such as advocacy or news from government
1	Photos from past events

Question: When you visit our website, is it easy for you to find the information you are looking for?

- **Always:** 29%
- **Usually:** 57%
- **Sometimes:** 10%
- **Rarely:** 2%
- **Never:** 2%

This is a positive result because it indicates that 86% of respondents are able to find the information they are looking for on our website most of the time; this is almost the same as last year, when 88% of Family Members and Caregivers answered “always” or “usually.”

Question: When you visit our website, are you able to locate staff contact information?

- **Always:** 69%
- **Sometimes:** 29%
- **Rarely:** 0%
- **Never:** 2%

These results are comparable to last year's results.

Question: When the Families and Caregivers were asked if they had any suggestions on improving the website's accessibility, their answers included:

- Maybe reference it more in the newsletter
- Make sure all events are on the calendar
- Update contact numbers when staff change

Volunteer, Network Friends, Practicum Students, Board Members

Question: How often do you visit our website?

- **Every day:** 0%
- **A few times a week:** 0%
- **About once a week:** 4%
- **A few times a month:** 8%
- **Once a month:** 8%
- **Less than once a month:** 81%

Question: We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often):

- event information
- program information
- general information
- staff information
- updates
- photos, and volunteer information

Question: When you visit our website, is it easy for you to find the information you are looking for?

- **Always:** 24%
- **Usually:** 66%
- **Sometimes:** 10%
- **Rarely:** 0%
- **Never:** 0%

This year 90% of respondents were able to find the information they were looking for most of the time. This is a slight decrease from last year's 100%

Question: When you visit our website, are you able to locate staff contact information?

- **Always:** 50%
- **Sometimes:** 31%
- **Rarely:** No response
- **Never:** No response
- **Skipped the Question:** 19%

Question: When respondents were asked if they were able to locate staff contact information on our website:

Always: 50%

Sometimes: 31%

Skipped Question: 19%

This is a decrease from last year's 77%, though 23% did skip this question last year.

Community Stakeholders:

Question: How often do you visit our website?

- **Every day:** 0%
- **A few times a week:** 0%
- **About once a week:** 0%
- **A few times a month:** 16%
- **Once a month:** 0%
- **Less than once a month:** 83%
- **Skipped question:** 0%

Question: We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often):

- Contact information
- Program information

The only comment was, “I don’t really visit the website, so cannot answer any related questions – if I have questions I just email [the Finance Director] and I get a response right away.”

Question: When you visit our website, is it easy for you to find the information you are looking for?

- **Always:** 33%
- **Usually:** 50%
- **Sometimes:** 0%
- **Rarely:** 0%
- **Never:** 0%
- **Skipped:** 16%

Question: On our website, are you able to locate staff contact information?

- **Always:** 66%
- **Usually:** 0%
- **Sometimes:** 0%
- **Rarely:** 0%
- **Never:** 0%
- **Skipped:** 33%

No respondents had suggestions to improve the website

Staff Members:

Question: How often do you visit our website?

- **Every day: 0%**
- **A few times a week: 4%**
- **About once a week: 16%**
- **A few times a month: 16%**
- **Once a month: 6**
- **Less than once a month: 57%**

We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often):

Number of Mentions	Type of Information Sought on Website
8	Program-related updates, schedules, descriptions & paperwork
7	Upcoming events
6	Staff contact information (such as phone number or email address)
6	“The Know” staff newsletter
5	Resources such as forms, staff policies & IBEX information
3	News about Lifetime Networks
2	Check accuracy of info & remind about public-facing information
1	Newsletter
1	Strategic Plan
1	Postal code

Question: When you visit our website, is it easy for you to find the information you are looking for?

- **Always: 22%**
- **Usually: 55%**
- **Sometimes: 16%**
- **Rarely: 5%**
- **Never: 2%**

Question: When Staff Members were asked if they are able to locate staff contact information on our website, 64% answered “always”, 30% answered “sometimes” and 6% answered “never.”

Some suggestions to improve the website were:

- The resource page is very cluttered and difficult to navigate
- The site needs to be updated

Progress Overview of Accessibility Goal Grid

The 2020 Accessibility Goal Grid had 10 identified Accessibility barriers. These barriers were identified from persons served, personnel and other stake holders.

Architectural:

Barrier: Part of our office moved to Lambrick Heritage House, so an Accessibility checklist for Lambrick House was created.

Solution: An Accessibility checklist for Lambrick House was created and issues identified were passed onto OH&S who will be responsible for follow up.

Status- Completed, will not be part of the Accessibility Goal Grid for 2021

Barrier: Our new building on Quadra does not have an accessible washroom nor an Accessible ramp

Solution: Installation of accessible washroom and ramp- We applied for a Federal Government Grant to cover the costs.

Status: Currently, we have not be told the status of our grant application, this goal will be part the 2021 Goal Grid

Environmental:

- No environmental Barriers were identified for the Accessibility Goal Grid of 2020.
- Currently, we do not have an Environmental Goal identified for 2021. However, the Accessibility Committee anticipates the developed of one as we move to our new location on Quadra.

Attitudinal:

Barrier: Potential negative attitude towards individuals with diversabilities by our business neighbours and others in the community

Solution: To continue to proactively address potential negative attitude towards individuals with diversabilities.

Status- Lifetime Networks will aim to visit neighbouring businesses 4 times per year to gauge the perception of the agency within the neighbourhood. Additionally, this topic has been added to the agenda of the Monthly CQI meeting.

Due to COVID, many of the individuals we support are no longer entering the surrounding business as frequently as before. Masks and rules of distancing have made it difficult for staff to have a conversation about employee / supported individual's interactions, as people are encouraged to move on as quickly as possible and not stay to chat.

This year there has been no reports received of outreach or concerns by the neighbouring businesses

This goal is ongoing, will be part of the Accessibility Goal Grid for 2021

Financial:

Barrier: Program fees may present as a financial barrier to individuals.

Solution: Continue to offer scholarships and bursaries and explore other funding options via grants.

Status: 100% of the bursary applications received were approved

The goal is ongoing, will be part of the Accessibility Goal Grid for 2021

Employment:

Barrier: Turnover of trained, effective staff.

- **Solution:** We offer Appreciation training to all in-house staff and some specially-chosen CSWs; it's a one time training that is offered approximately 2 times per year to different groups of staff. Training dates: May 29th, 2020, with 21 participants via ZOOM. & November 2020.
- Additionally, when possible, staff are given permission to adapt their schedules to accommodate family obligations such as parent-teacher interviews. This flexibility reflects well on Lifetime Networks as being adaptable and family-friendly. During March to June 2020, when our office was closed, we worked very hard to make sure that staff retained their hours by having staff work from home, and perform different tasks. We succeeded at keeping staff as close to their regular hours as possible during our Province wide COVID-19 closure.
- We offer many opportunities for Professional Development. See the list of our Professional Development days and workshops found in the staff news letter "The Know" in staff section of website
- The development of the Recruitment & Retention Committee has brought to light both staff concerns and examples of employee satisfaction. There was concern that without a member of Management on the Committee, change was unlikely to happen. This was corrected in early 2020. Agenda/Minutes may be found in the HRDB
- Finally, we continue to advocate provincially for wage redress. A full description of our activity may be found with the Executive and Finance Directors. Staff have been kept well informed via email.

Status: Ongoing, will be part of the Accessibility Goal Grid for 2021

Communication:

Barrier: Persons served may not understand how to navigate our website or know how to give feedback on its accessibility

Solution: Continue to ask website Accessibility question on the Annual satisfaction Survey and implement changes when appropriate

Status: Goal is ongoing and will be part of the Accessibility Goal Grid for 2021

Transportation:

Barrier: Individuals served who live in areas with infrequent bus service may have difficulty accessing their community and attending programs

Solution: Program Managers and delegates continue to match participants (to the best of their ability) with CSWs who live in their area or who have reliable transportation.

June 2002: We acquired a Van from Recreation Integration Victoria, which is wheelchair accessible

October 2020: During the COVID-19 Pandemic, we have seen an increase in families and other supports being willing to take on the transportation of their supported individual.

Status- Ongoing, will be part of the Accessibility Goal Grid for 2021

Community Integration:

Barrier: Persons served sometimes experience barriers when accessing community. This may be due to lack of expected social skills on their part, or lack of community education regarding the diverse needs of those who experience diversabilities.

Solution: The Accessibility Committee gathers this evidence (via emails and conversations) and presents possible solutions. Monthly emails have generated feedback, but are limited in scope. In response to this limited feedback, the Accessibility Committee will work closely with the Community Engagement Team to see if supported individuals are experiencing more community barriers than we have been made aware of via our monthly email. Additionally, we use and promote **My Community BC maps (located under the Resource Tab on our website)** – An interactive map that shows community places that are inclusive. **Examples** of information obtained via email can be found in the Accessibility Evidence folder under 1L1b9 (Community Integration)

Status: Ongoing, this will be part of the Accessibility Goal Grid for 2020

Barrier: Stakeholders may not know about Canadian Accessibility organizations, events & law updates

Solution: Relevant information is now located under the **“About Us-Resources tab”** on our website. Additionally, the Accessibility Committee provides information to the Social Committee who posts relevant information about upcoming Accessibility events on the website and our social media platforms.

Status: Ongoing, this will be part of the Accessibility Goal Grid for 2021

Technology:

Barrier: No Accessibility-technology Specific Barriers have been identified-See Technology plan for more information

Status- At this time, we do not have an identified Technology goal for the Accessibility Goal Grid 2021. However, as we move to our new Quadra location, the Accessibility Committee anticipates that we will be adding 1- 2 new goals under this category.

Other Barriers:

Barrier: Participants may find it difficult to access the accessibility barrier report form

Solution: Increase awareness and access to the accessibility barrier report form. Individuals will access the form with ease, knowing where to get a copy if needed. This form is now part of the Annual PCP process and of February 2020, to was added to the **Check List for New participant Intake –orientation form**

Status: Completed, will not be part of the Accessibility Goal Grid for 2021



Lifetime Networks

Accessibility Goal Grid

2021

Accessibility 2021 Goal Grid

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
Architectural						
1.	<p>Identified Barrier: Our new building on Quadra does not have an accessible washroom nor an Accessible Ramp</p> <p>Goal: To make the washroom and ramp accessible</p> <p>Priority: High</p>	<p>Indicators for Success: Installation of accessible washroom and ramp</p>	<p>Person Responsible: Finance Director</p> <p>Cost if Applicable: Estimated to be \$85645.00</p> <p>Funding Source: EAF Government of Canada Grant</p>	<p>March 2021: Ramp</p> <p>September 2021: Washroom</p>	<p>Goal Added in Summer 2020</p> <p>Summer 2020: Grant EAF – Government of Canada - submitted</p> <p>October 2020: Update on status of Grant – have not received an answer yet</p>	
Environmental						
<p>No Environmental Barriers have been identified at the time of this writing Environmental Goals are anticipated to be created when we move to our new Quadra Location</p>						
Attitudinal						

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
2.	<p>Identified Barrier: Potential negative attitude towards individuals with diversabilities by our business neighbours and others in the community</p> <p>Goal: Proactively address potential negative attitude towards individuals with diversabilities</p> <p>Priority: High</p>	<p>Indicators for Success: To receive positive feedback from our community and business neighbours.</p>	<p>Person Responsible: All staff</p> <p>Cost if Applicable: NA</p> <p>Funding Source: NA</p>	Ongoing	<p>Lifetime Networks will aim to visit neighbouring businesses 4 times per year to directly inquiry about the perception of the agency within the neighbourhood</p> <p>January 2020- Maria’s Deli worker commented that she was sad that she does not see as many participants in her store as she used to. (We believe it’s a shift in participant population with more choosing to bring lunch)</p> <p>Community visit: April 2020 *Due to COVID 19 Physical Distancing policies, we are unable to send staff to visit neighbouring businesses.</p> <p>August & September 2020: Due to COVID, many of the individuals who we support are no longer entering the surrounding business as frequently as before. Masks and rules of distancing have made it difficult for staff to have a conversation about employee / supported individual’s interactions, as people are encouraged to move on as quickly as possible and not stay to chat.</p>	<p>To develop a plan to gather feedback while navigating COVID-19 restrictions.</p> <p>To develop a plan to “get to know” our new neighbours at Quadra location-most of this will happen organically as we access their services.</p>

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
					October 2020: No reports received of outreach or concerns by the neighbouring businesses	
Financial						
3.	<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>Person Responsible: Executive Director and Finance Director</p> <p>Cost if Applicable: See Financial Plan for amount awarded in bursaries</p> <p>Funding Source: Unrestricted Funds</p>	Ongoing	<p>We will continue to explore additional resources outside of major funding streams, including fundraising to assist in meeting the needs of persons served and maintaining financial health of the organization as well as our ability to advocate.</p> <p>Examples: Annual Auction and Gala, GoodLife Fitness marathon, Toronto Maple leafs Alumni Hockey Game, Legacy Giving</p> <p>April 2020: Annual Auction and Gala has ben postponed to October 2020 due to COVID 19.</p> <p>July 2020: Annual Auction and Gala-CANCELED- other fundraising ideas such as the “Steps Challenge” have been introduced. Further financial information may be found in the Financial Plan</p>	

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
					<p>October 2002: To date, Lifetime Networks has approved 100% of submitted Bursary Applications. Further information see the Financial Plan</p>	
Employment						
4.	<p>Identified Barrier: Turnover of trained, effective staff.</p> <p>Goal: To retain trained, effective staff</p> <p>Priority: High</p>	<p>Indicators for Success: Decrease in staff turnover and increase in staff workplace satisfaction and feelings of appreciation</p>	<p>Person Responsible: Management and Recruitment and Retention Committee</p> <p>Cost if Applicable:</p> <p>Gift card budget: Approximately \$30 per staff</p> <p>Appreciating training Budget: 5 hours paid time per staff</p> <p>Funding Source: Recruitment & Retention Budget pays for gift cards</p>	<p>Target Date: Ongoing</p>	<p>Lifetime Networks will continue to:</p> <p>Offer “Appreciation training to all in-house staff and some specially-chosen CSWs; it’s a one time training that is offered approximately 2 times per year to different groups of staff. Training dates: May 29th, 2020, with 21 participants via ZOOM. & November 2020</p> <p>Recognize staff with personal notes of appreciated & gift cards</p> <p>Continue to offer staff flexible schedules to accommodate a healthy work/personal life balance.</p> <p>Further examples include: See the list of our Professional Development days and workshops found in the staff news letter “The Know” in staff section of website</p>	

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
					<p>October 2020: The Recruitment & Retention Committee has brought to light both staff concerns and examples of employee satisfaction. There was concern that without a member of Management on the Committee, change was not likely to happen.</p> <p>This was corrected in early 2020.</p> <p>Agenda/Minutes may be found in the HRDB</p>	
Communication						
5.	<p>Identified Barrier: Persons served may not understand how to navigate our website or know how to give feedback on its accessibility</p> <p>Goal: Continue to ask website Accessibility question on the Annual satisfaction Survey and implement changes when appropriate</p>	<p>Indicators for Success:</p> <p>Continue to ask Website Accessibility question on Annual satisfaction Survey and implement changes when appropriate</p>	<p>Person Responsible: Accessibility Committee</p> <p>Cost if Applicable: NA</p> <p>Funding Source: NA</p>	Ongoing	<p>May 4, 2020: Annual Satisfaction Survey for 2020 will go out in July. –There will be a question addressing the Accessibility and user friendliness of our site</p> <p>October 2020: Detailed results from the Annual Satisfaction Survey addressing the Accessibility and user friendliness of our site can be found in the Accessibility Report 2020.</p> <p>It can be noted that 45% of Person Served respondents were able to find the information that they were</p>	

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
	Priority: Medium				looking for on the website, which is a decrease from last years 66%.	

Transportation

6.	<p>Identified Barrier: Individuals served who live in areas with infrequent bus service may have difficulty accessing their community and attending programs</p> <p>Goal: Ensure that LNV is supporting individuals to access their communities to the best of our abilities</p> <p>Priority: Medium</p>	<p>Indicators for Success: Lifetime Networks will work with individuals supported to ensure they are matched with CSW's that are in their communities or have access to reliable transportation</p>	<p>Person Responsible: Program Managers and Program Coordinators, CSW's</p> <p>Cost if Applicable: Operating costs info located with Finance Director</p> <p>Funding Source: General Funds</p>	Ongoing	<p>Ongoing, managers and delegates continue to make their staff aware of the SUV and the procedure for signing it out.</p> <p>Program Managers and delegates continue to match participants (to the best of their ability) with CSWs who live in their area or who have reliable transportation.</p> <p>June 2020: We acquired a Van from Recreation Integration Victoria- which is wheelchair accessible</p>	
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Technology

No Accessibility-technology Specific Barriers have been identified-See Technology plan for more information
Goals anticipated to be created when we move to our new Quadra Location

Community Integration

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
7.	<p>Identified Barrier: Persons served may experience barriers when accessing the community.</p> <p>This may be due to the nature of their divers-ability, or lack of community education.</p> <p>Goal: Staff will identify and try to correct the barrier.</p> <p>Priority: Medium</p>	<p>Indicators for Success: Lifetime Networks will document evidences of barriers to community inclusion and will work to correct the barrier.</p>	<p>Person Responsible: All staff members</p> <p>Cost if Applicable: NA</p> <p>Funding Source: NA</p>	Ongoing	<p>January 2020: Monthly emails have generated feedback, but limited in scope. In response to this limited feedback, the Accessibility Committee will work closely with the Community Engagement Team to see if supported individuals are experiencing more community barriers than we have been made aware of via our monthly email.</p> <p>Examples of information obtained via email can e found in the Accessibility Evidence folder under 1L1b9 (Community Integration)</p> <p>April 2020: COVID rules of Physical Distancing has made accessing the community more difficult for our individuals (less frequent bus services, multiple services closed, long lines and new rules at the grocery store, masks) We are doing our best to make sure that the basic needs of our individuals are met (see- Basic needs Question Sheet). For Example- we have helped individuals to set up on line grocery orders for delivery, we have shopped and dropped of food. We have roll played what to expect in a typical line up to</p>	

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
					<p>enter a store, we have adapted our services and connected our individuals and staff to community services that help people to meet basic needs while maintaining physical distance.</p> <p>June 23 2020: We began to deliver limited in person's supports following clear safety protocols.</p> <p>October 2020: Group programming and 1-1 supports are happening on a regular schedule, as they did pre-COVID, but with modifications to account for the new rules in place when accessing public locations.</p>	
#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date / Status	2021 Completion Date / Status
Other Barriers						
8.	Identified Barrier: The Accessibility Barrier Report form and Request for Reasons	Indicators for Success: Forms will be merged into one documents	Person Responsible: Cost if Applicable: NA	February 2020		

#	Goal	Indicator for Success	Person Responsible & Cost	Target date	2020 Completion Date/Status	2021 Completion Date/Status
	<p>Accommodation are confusing for some stakeholders.</p> <p>Goal: To review both forms and collapse them into one documents</p> <p>Priority: Medium</p>		<p>Funding Source: NA</p>			

