



**Shuswap Association
for Community Living**

Accessibility Report & Plan 2024



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Definitions

Architectural Barriers

Physical barriers that prohibit or impede individuals from accessing a building or grounds.

Environmental Barriers

Any location or characteristic of the setting that compromises, hinders, or impedes service delivery and the benefits to be gained.

Attitudinal Barriers

The organization evaluates any pre-conceived opinions that its personnel and other stakeholders may have of persons supported as these can impact access to services/supports. i.e., Terminology and language organizations uses in its literature or communications with persons served; if input of persons served is invited and used; if eligibility criteria of the organization create barriers for individuals with specific types of disabilities.

Financial Barriers

Financial barriers include insufficient funding for services/supports, and the organization might be an advocate at a legislative level for increase funds, or it might promote activities to directly raise money for the support of a service or a person served.

Employment Barriers

Providing a work environment for staff that ensures persons with disabilities can better manage their needs.

Communication Barriers

Provide materials in a language or format that is understood by persons served. Is the website making sense to the people who are new to it? Are you addressing your needs or changes in your technology plan? Information should be provided in an accessible and understandable format for the persons served.

Technology Barriers

Providing technological software or hardware to assist Persons Supported needing additional assistance with communication.

Transportation Barriers

That prohibit a person served from reaching service locations, or unable to participate in supports and activities offered.

Community Inclusion Barriers

Barriers include any barrier that would keep the persons served from returning to full participation in the community of their choice i.e., accommodations may be needed to enable participant to return to volunteer activities.

Other Barriers

As identified by Persons Supported or other Stakeholders.

Reasonable accommodations

Modifications or adjustments, which are not unduly burdensome, that assist the persons supported or employees to access benefits and privileges that are equal to those enjoyed by others.

Overview

In October 2023, SACL underwent its CARF Survey, as it does every 3 years. The CARF surveyors provided recommendations for Accessibility

"...Although there is evidence that the organization has implemented an accessibility plan, its ongoing process for identification of barriers should consistently include the areas of architecture, environment, attitudes, finances, employment, technology, transportation and community integration (when appropriate)."

While the SACL Plan has always included the topics listed and actively asked for feedback from Persons Supported, employees and other stakeholders, the surveyor felt that SACL could dig a little deeper for information regarding these accessibility items.

SACL's response was to supplement the information already provided through satisfaction surveys, complaint/satisfaction forms, one on one meetings, staff meetings and incident reports. SACL implemented an annual Accessibility Checklist that would include the required areas. The checklist was introduced in February 2024. The information gleaned will also be used to develop goals/objectives and make changes needed to improve SACL's accessibility.

"The plan should consistently include, for all identified barriers, actions to be taken and timelines. It is further recommended that the accessibility plan be consistently reviewed at least annually, including progress made in the removal of identified barriers and areas needing improvement. The accessibility plan should be consistently updated as needed."

SACL's response was, "SACL had Accessibility Plans for 2021 through 2023, in fact from 2005 forward. All plans contained a review/report of the previous year's plan. They were made available to the surveyor. SACL will ensure it meets this requirement fully in the 2024 Accessibility Plan due in April."

As a CARF-accredited organization, SACL promotes accessibility and the removal of barriers for the people to whom it provides supports as well as other stakeholders.

SACL recognizes the importance of a comprehensive review of accessibility issues and the subsequent development and approval of a written plan to ensure that barriers are addressed. SACL acknowledges that its actions to identify and remedy accessibility barriers within the organization are critical. That being said, it is also evident that many people face equally challenging barriers in the community.

SACL believes that the lives of Persons Supported can be further enhanced through working with community to address external barriers. To that end, SACL continues its tradition of community involvement. The following events and activities demonstrate that commitment.

Community Involvement

CLBC North Okanagan-Shuswap Community Council

The Executive Director is a member of the CLBC North Okanagan-Shuswap Community Council. Its mission is to encourage, inspire, lead and support inclusion and the participation of people with intellectual disabilities in all aspects of the community where you live and work. The North Okanagan-Shuswap Community Council, together with CLBC staff and managers, enhance the creation of safe environments, improve access to community resources and acknowledge the gifts and contributions of people with diverse abilities. In addition, they help develop and promote creative solutions which improve community access and inclusion. Members include individuals with intellectual disabilities, family members, professionals from service provider agencies and business and community leaders.

BC CEO Network

Benefits of Membership include;

- Providing a collective voice for the Social Services Sector, CEO's and Executive Directors across BC
- Promotes mutual support and professional development.
- Promotes effective and efficient business practices, and legal opinions including taxation, employment standards

Chamber of Commerce – Salmon Arm

The Executive Director is a member of the Salmon Arm Chamber of Commerce. This non-profit organization is comprised of business, professionals, residents and other community groups that work together to achieve a healthy economic and socio-economic environment that benefits the entire community.

Okanagan College

The Executive Director/designate sits on the Adult Special Education Committee. This committee addresses the college education of individuals with an intellectual disability and other special needs.

Social Impact Advisory Committee

The Executive Director participates on the City of Salmon Arm's Social Issues Committee. This committee is comprised of social service groups, citizens at large and a City of Salmon Arm City Councillor. This City run committee advises and makes recommendations to Council on policies, priorities, new initiatives and direction to maintain and improve the social wellbeing of all citizens through the provision of the City's core services and community services which are supported by the City.

Salmon Arm & Area Community Response Network (formerly known as Shuswap Community Resources Coalition)

The Executive Director participates as a member of the Shuswap Community Resources Coalition. This coalition is comprised of community non-profit agencies such as NOSBIS, CMHA, Enderby & District Community Resource Center; Eagle Valley Community Society, Eagle Valley Senior Citizens Housing Society, Salvation Army, Hospice, Immigrant Services, ASPIRAL, Shuswap Children's Association, SAFE Society, LASS, Seniors Resource and Referral, Family Resource Centre, N/S Community Resources. This coalition works towards developing meaningful partnerships within our community. Current partnership initiatives include:

- Sharing resources for common professional development requirements
- Creating a Strategic Plan for the Group
- Helping staff and volunteers with a Work/Life Balance strategy

Practicum and Volunteer Placements

SACL supports practicum students from a variety of local post-secondary educational institutions. Having practicum students at SACL allows students to apply theoretical knowledge in real world settings, expand on skills, and develop personal and professional connections. Practicum students provide new perspectives, reduce employee workload and promote SACL among potential jobseekers. The experience provides an opportunity for students entering the workforce to recognize the value of diversity, encouraging them to include individuals with disabilities in their community activities.

The Youth Employment and Skills Strategy (YESS) (Previously known as Youth Employment Strategy)

This Government of Canada program aims to help youth, ages 15 to 30 yrs., develop the skills and gain the experience they need to successfully transition into the labour market. YESS provides funding to organizations to deliver a range of activities that help youth overcome barriers to employment and develop a broad range of skills and knowledge in order to participate in the current and future labour market. Some students have gone on to the human services field both educationally and professionally.

Women Who Wine

SACL's Executive Director is a member of Women Who Wine, a fundraising group that believes in connecting and empowering women of various business acumens in our community through meaningful networking events. They collectively give back to the community through Community Giving events. They have supported SACL's endeavour to purchase a new work truck and we look forward to our continued collaboration.

Salmon Arm Workbc

SACL's Vocational Counsellors gave a presentation at the Inclusive Seminar and Job Fair that provided keynote speakers and information sessions about opportunities resources and funding available for inclusive hiring and retention.

Public Relations

Community Participation

- SACL entered a float in the Salmon Arm Fall Fair Parade.
- SACL Persons Supported and staff were invited to Kings Christian School for a barbeque and kick ball game.
- SACL showed its support for National Day for Truth and Reconciliation by wearing their SACL orange shirts, participated in Pink Shirt Day in February, "Be a buddy, not a bully!".
- Heaven Can Wait Boat ride
- Attended the grand opening of the Ross Street Overpass
- Hiring Fair at the Prestige Hotel

Volunteering

- SACL Persons Supported and staff volunteer at the Food Bank regularly, Christmas Kettles for Salvation Army, volunteering at Church's Thrift Store, Silverbacks games, Freedom's Gate – Equine Rescue, Church Lunches at CrossRoads, Andover Terrace, Turtle Valley Donkey Refuge Society, reading to children at the Strong Start Program
- The SACL Executive Director, Karen Hansen, regularly volunteers to bartend at events, through Women Who Wine, to support local businesses and organizations. Persons Supported and staff went Christmas carolling for Seniors.
- Persons Supported and staff participated in cleaning up the neighbourhood

Fundraising

- SACL continues to support local businesses like Grillers Meats Salmon Arm and Downtown Salmon Arm though collaborating fundraising events. SACL continues to use "Downtown Dollars" for employee gifts.
- SACL partnered with Women Who Wine in collaborating with SAFE Society, to raise funds and shop for disadvantaged families in the community.

60th Anniversary - SACL Gives Back Events

1. March - Baking dog treats for BCSPCA Shuswap Branch
2. April - Highway beautification & Plant wildflowers for bees
3. May - Breakfast by donation – proceeds to those experiencing homelessness in our community (Care packages in November)
4. May - Drive-Thru Breakfast – money raised went to purchase items for those experiencing homelessness
5. June - Help with Community Gardens
6. August - BBQ Fundraiser for purchasing school supplies
7. August – School Supply Drive
8. September - Food drive for Salvation Army
9. October - Fall Colouring Contest
10. November – 29 care packages for living rough distributed
11. December - Adopt a family for Christmas through SAFE SOCIETY

SACL continues to post regularly to its Facebook page and has increased its followers from 302 in 2022 to 352 in 2023.

Presentations

SACL responds to invitations to speak to service clubs, students and other groups throughout the year. Presentations provide opportunities to inform, educate, motivate and inspire audiences regarding SACL's philosophy and its commitment to diversity, inclusion and welcoming communities.

- Each year, the Executive Director or managers gives a presentation at Elks Lodge when they provide SACL with a donation.
- SACL speaks to Okanagan College's Human Service Worker students annually as well as Okanagan College's Friends of ASE (Adult Special Education) Meeting.
- SACL presents in a Leadership class at King's Christian and has those students join our agency for various activities (bowling, movies, etc.).
- CES staff presented at a job fair at the Prestige Hotel, speaking about the advantages of hiring employees with disabilities.
- The Executive Director attends Shuswap Community Foundation's AGM to give thanks for grants awarded throughout the year.

Meeting Established Standards

Accessibility Acts

In July 2019, The *Accessible Canada Act* came into force. Its purpose is to make Canada barrier-free by January 1, 2040. This involves identifying, removing and preventing barriers in federal jurisdiction. In June 2021, the *Accessible British Columbia Act* came into effect. Effective September 1, 2022, over 750 public sector organizations were required to establish an accessibility committee, an accessibility plan and a build tool to receive feedback on their accessibility. CLBC, our funder, was one of these organizations and has until September 1, 2023, to achieve compliance to meet the requirements. CLBC has been working towards compliance, and as such, has hosted workshops, provided an online survey and completed an internal review. Five main themes surfaced:

1. Relationships make all the difference: People want consistent and understanding relationships with the staff that they're working with.
2. Information needs to be shared in many ways: Information offered in plain language, multiple languages, braille, and ASL. People shared that having a staff member or peer talk through information one-on-one was helpful.
3. Time matters: People asked for more one-on-one time with staff or peers to ask questions, learn about services, and understand information.
4. Clear communication is key: People want clear information about timelines, processes, and policies to be shared in a way that's easy to understand.
5. Welcoming physical spaces: People shared the need for physically accessible spaces for people who use mobility devices. And also, for staff who are there to greet and direct people around offices.

While there are no new requirements for SACL to meet currently, CLBC is making accessibility even more of a priority and it is important that SACL align itself accordingly.

CARF Accreditation

SACL pursues accreditation through CARF (The Commission on Accreditation of Rehabilitation Facilities), an independent, non-profit accreditor of health and human services. SACL achieved a three-year accreditation certification in the summer of 2005 which has now been renewed consecutively to date. SACL has prepared an annual Accessibility Plan since 2003. As barriers are identified, they are addressed based on priority and cost.

In October 2023, SACL was surveyed and received recommendations regarding its Accessibility Plan. *“Although there is evidence that the organization has implemented an accessibility plan, its ongoing process for identification of barriers should consistently include the areas of architecture, environment, attitudes, finances, employment, technology, transportation and community integration (when appropriate).”*

After discussion with the CARF surveyors, it became evident that SACL needed to do more than gather data from surveys, complaint forms and Health and Safety inspections. An Accessibility checklist was developed in February 2024 and implemented in March 2024. The results of the data collected from those checklists are included in this document.

The annual SACL Accessibility Plan is developed by means of feedback obtained from Persons Supported, their families, caregivers, employees and other stakeholders. In addition, SACL implemented the Annual Accessibility Checklist mentioned above. This plan aides in quality improvement and maintenance by identifying trends in annual surveys, suggestion submissions, meeting minutes, as well as other sources.

While SACL may not have the capacity to address all the identified issues due to budget and contractual limitations, it continually seeks to address and minimize accessibility barriers. SACL leadership reviews issues, recommendations and impacts to establish priorities in their objectives. The Executive Director is designated as the official person responsible for the implementation of the plan. The Quality Assurance Coordinator collects and analyzes responses from accessibility checklists, surveys, suggestions, complaints, incident investigations and collates suggestions from Persons Supported, Stakeholders & Staff, the OH&S Committee, and the Community. Suggestions and improvements are reviewed on an ongoing basis at the management level and when appropriate, at the OH&S and staff meeting level. Corrective measures and adjustments are developed and implemented based on the outcomes of this process.

SACL leadership has a working knowledge of what should be done to promote accessibility and remove barriers. SACL addresses accessibility issues to:

- Enhance the quality of life for Persons Supported in their programs and services
- Implement nondiscriminatory employment practices
- Meet legal and regulatory requirements
- Meet the expectations of everyone in the area of accessibility

SACL assesses the accessibility needs of persons supported, employees as well as others associated with the organization. SACL implements an ongoing process for identification of barriers in the following areas:

- Architecture
- Environment
- Attitudes
- Finances
- Employment
- Communication
- Technology
- Transportation
- Community Integration when appropriate
- Any other barrier identified by Persons served, personnel and other stakeholders

Reasonable Accommodation

SACL evaluates and carefully considers the merits of all requests for accommodation to determine whether any remedial actions are appropriate. Requests for reasonable accommodations are:

- Identified
- Reviewed
- Decided upon
- Documented

For Persons Supported accommodation requests are identified and reviewed:

- Upon admission
- During annual Person-Centered Service Planning
- Upon request

For Employees accommodation requests are identified and reviewed:

- Upon hire
- During annual reviews/evaluations
- By special request

2023 Accessibility Action Plan Results

In 2023, Satisfaction Surveys indicated that 97% – 100% of respondents felt that SACL identified and addressed accessibility barriers.

Architectural Barriers

No action items were indicated for 2023. In February and March of 2023, Accessibility Checklists were developed and completed for all service and administrative areas. The results are contained within this Plan/Report. SACL continued to explore opportunities to increase space for services as well as administration.

Environmental Barriers

No action items were indicated for 2023. SACL continued to promote mutual respect between participants and individual needs.

Attitudinal Barriers

In 2023, No action items were indicated. SACL has been revamping its policy manual and while doing so has been assessing language used as some is old and needs updating. Ensuring gender neutral and plain language is used has been a focus.

Financial Barriers

No action items were indicated for 2023.

Employment Barriers

No action items were indicated for 2023.

Communication Barriers

No action items were indicated for 2023. In the revamping of the SACL policy manual and documents for employees as well as Persons Supported focus has been on using the principles of plain language. i.e. using bulleted lists, using short sentences, use everyday words, remove unneeded words, etc.

Technology Barriers

No action items were indicated for 2023. Two iPads, defender cases, one Apple keyboard and one Apple pen were purchased with grant money for a Person Supported lending library. To provide employees with simplified navigation of the S Drive SACL and FTL completed the reconfiguration of the S Drive.

Transportation Barriers

No action items were indicated for 2023.

Community Inclusion Barriers

No action items were indicated for 2023.

Other Barriers

No action items were indicated for 2023.

2024 Accessibility Action Plan

(Action Items from the 2023 Satisfaction Survey Results and Annual Accessibility Checklists)

In 2023, 11% (down from 25%) of respondents identified that there were barriers to SACL services.

In March and April of 2024, as a part of meeting CARF recommendations, SACL developed, implemented and completed accessibility checklists for Administration, Supported Living/Community Housing, Community Inclusion, and Community Employment. Results from these checklists are provided in the plan below.

Architectural Barriers

Barrier and Location	<p>In 2023, no architectural barriers to receiving services were indicated in satisfaction surveys. This is consistent with 2022.</p> <p>Checklists indicated:</p> <ol style="list-style-type: none"> 1. <u>Accessible Parking spaces</u> for Community Inclusion services are not clearly marked. 2. <u>Curb ramp from the parking onto the sidewalk</u> does not exist for Community Inclusion Services. 3. <u>The main entrance is not easily seen</u> for Community Inclusion services. 4. <u>The entrance is not well lit</u> for Community Employment Services. 5. The Administration, CI and CES workspaces and bathrooms pose various concerns around accessibility for people with wheelchairs/mobility aids and people with low or no vision.
Solution	All of the services indicated as having architectural barriers will be moving. Accessibility checklists will be completed for each area as was done for the current workspaces. Issues arising from the checklists will be addressed at that time.
Priority	High
Cost	\$0
Funding Source	CLBC
Due Date	January 2025
Responsible	SACL Leadership/Management

Environmental Barriers

Barriers and Location	<p>In 2023, satisfaction surveys indicated that between 92% and 100% of respondents felt that services were provided at times and in locations that meet the needs of the Persons Supported. Two responses indicated they were looking forward to the move of services. In 2022, 4% of those surveyed indicated there were environmental barriers to receiving SACL services.</p> <p><u>Parking</u> was indicated as an issue and one response stated they would like some night and weekend services.</p>
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	<p>When asked if there were things that make it harder for them to come to SACL or meet with their worker <u>38% of Persons Supported stated there were issues.</u></p> <p>Comments on these surveys indicated that:</p> <ul style="list-style-type: none"> • <u>Weather/snow and road conditions</u> were of concern. • One survey indicated their <u>peers upset</u> them. <p>On the Accessibility Checklist it was indicated the noise level in Community Inclusion services was high.</p>
Solutions	<ol style="list-style-type: none"> 1. <u>Peer interactions and parking</u> - The move of the Community Inclusion Programs to a larger more appropriate space will have a positive impact on services and parking 2. <u>Nights and weekend services</u> – At this time some employees work flexible positions where they are able to work at various times throughout the week to meet the needs of persons supported. This may include evenings or weekends. 3. <u>Weather/snow and road conditions</u> – SACL has policies that address severe weather and winter tire requirements (Transportation Policy). SACL makes it a priority to keep programs and services open and available even during inclement weather and only closes a worksite or program due to advisories on highways or buses not running. Should the weather keep an individual from attending a location SACL may cancel the hours or, if required and able, would meet virtually. 4. <u>High noise level in Community Inclusion Services</u> – CI services will be moving to a new space this summer. High levels of noise were due to losing the church space due to mold. This issue was rectified once services returned to that space. The move for these services will allow for programs to be based throughout the site, in spaces that allow for some separation resolving the concern.
Priority	High
Cost	N/A
Funding Source	CLBC
Due Date	July 2024
Responsible	SACL Leadership/Management

Attitudinal Barriers

Barriers and Location	In 2023,
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	<p>86% Persons Supported in the Community Inclusion program disagreed with the statement, that they feel important and feel respected when they are with their worker. This is a 6% increase from 2022.</p> <p>80% of Persons Supported in Supported Living & Community Housing agree with the statement that they feel they are an important part of their home and feel respected. This is a 50% increase from 2022.</p> <p>71% of Persons Supported in Job Development agree with the statement that they feel they are an important part of their workplace and feel respected. This is a 21% decrease from 2022.</p> <p>90% of Persons Supported in Employment Supports agree with the statement that they feel they are an important part of their home and feel respected. This is a 40% increase from 2022.</p> <p>75% of Persons Supported in Home Share Supports agree with the statement that they feel they are an important part of their home and feel respected. This is consistent 2022.</p>
Solution	Persons Supported in Job Development expressed <u>a 21% decrease in feeling important and respected</u> in their workplace (JD). - The Community Employment Services Manager expressed that steps have been taken to support people through challenging times while working.
Priority	Moderate
Cost	N/A
Funding Source	CLBC
Due Date	January 2025
Responsible	Job Development Services Manager and Team

Financial Barriers

Barriers and Location	<p>In 2023,</p> <p>SACL fundraised to purchase a wheelchair vehicle, a work truck to offer a social enterprise and renovations for new services and administrative workspace/buildings.</p> <p>In 2023, 0% of persons surveyed felt there is not enough funding to provide all the services wanted. This is consistent with 2022.</p> <p>However, Families & Caregivers commented that:</p> <ol style="list-style-type: none"> 1. <u>Phone system</u> has issues 2. <u>More funding (mileage)</u> so they are better able to meet the needs of the Person Supported 3. <u>Smaller groups</u> for Persons Supported outings <p>Accessibility Checklist indicated:</p>
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	It was also reported that Community Employment Services is currently full and there is a waitlist at CLBC.
Solution	<ol style="list-style-type: none"> 1. <u>Fundraising</u> - SACL will continue to explore long term sustainable fundraising opportunities. 2. <u>Phone system</u> – While some families have expressed their unhappiness with the automated system SACL has determined that this system is the most cost-efficient way to deal with calls and does its best to meet the needs of Persons Supported and families. 3. <u>Advocate for Increased funding</u> for mileage/more activities - SACL will continue to request increased funding from CLBC 4. <u>Advocate for Increased funding</u> so smaller groups can attend more activities - SACL will continue to request increased funding from CLBC 5. <u>Advocate for Increased funding</u> for more employment services spaces.
Priority	Moderate
Cost	N/A
Funding Source	CLBC
Due Date	January 2025
Responsible	SACL Leadership

Employment Barriers

Barrier and Location	<p>In 2023, <u>Persons Supported</u> 20% of Persons Supported in Employment Supports disagreed with the statement that they can choose the job they want. This is an increase from 0% in 2022.</p> <p><u>Employees</u> 77% of employees that responded to the satisfaction survey indicated that they agreed with the statement that Health and Safety are priorities at SACL. 20% were neutral and 3% disagreed. This is a 10% drop in agreement from last survey. When asked what they liked least about working at SACL the top three items were:</p> <ol style="list-style-type: none"> 1. <u>Pay rate/salary</u> 2. <u>Co-worker relationships</u> 3. <u>Nothing</u> – nothing negative to say
Solutions	<p>Employment Supports –</p> <ol style="list-style-type: none"> 1. <u>Persons Supported cannot choose the job they want</u> – The Employment Supports Manager expressed that sometimes the job that is attained is not an ideal match and the employment support team and Person Supported will continue to search for the ideal match while continuing to work the current position. <p>Employees like least about working at SACL</p>

2. Pay rate/salary – While SACL is required to follow the collective agreement, it has improved the situation somewhat. In 2022, improvements were made to help with recruitment, then they were changed slightly in 2023 when the crisis eased. If a new hire has at least 2 or more years related experience SACL will put them at step 2 once probation is completed. If a new hire has greater than 5 years related experience plus at least 1-year management experience in this or a related field then they will be put at step 4 once probation is completed.
3. Co-worker relationships – While SACL currently has procedures, policies and training that address this topic there is always the possibility that co-worker relationships may become strained. In 2023, steps were taken to create positive connection among all SACL team members. Some remedies and responses to past concerns have been:
 - a. Team Wide meetings - quarterly - In early 2024, team guidelines were developed for each program area to establish guidelines on how the team interacts with one another and how they hold each other accountable.
 - b. Staff fun days – are scheduled randomly and each team finds ways to celebrate with each other throughout the year.
 - c. Wellness Wednesday Messages – weekly - checking in, birthday, thank you and recognition messages, mental health information, reminders of policy and procedures that may be getting forgotten, offering possible options for support and understanding. Recently, SACL Shout Outs have been added.
 - d. Satisfaction Surveys – annually - an opportunity for all employees to provide feedback.
 - e. Lifeworks – ongoing – an employee assistance program (EAP) and work-life/wellness resource. LifeWorks provides confidential consultations, counselling, community referrals, multimedia resources, and online access to hundreds of articles, self-assessments, blogs, audio recordings, toolkits, calculators, and more.
 - f. Bullying & Harassment training day sessions provided by SACL and CUPE – Oct 2023. The union and SACL are in ongoing discussions regarding how to improve relationships and will possibly host another training day. SACL is suggesting Assertive Communication for some employees who have challenges speaking directly to coworkers about conflict.
 - g. Required Training and Policy Review includes: employees are required to review and be aware of all SACL policies and procedures relevant to their position. Mandt Training provides a foundation for communication and relationships by teaching people to manage their own behaviour and respond proactively. Policies include:
 - i. Conflict Resolution
 - ii. Code of Conduct
 - iii. Code of Ethics
 - iv. Conflict of Interest
 - v. Mutual Respect
 - vi. Off Duty Conduct
 - vii. Shared Workspace

	viii. Complaints ix. Workplace Bullying & Harassment, Violence and Improper Activity or Behaviour
Priority	High
Cost	
Funding Source	CLBC
Due Date	January 2025
Responsible	SACL Leadership, Employees

Communication Barriers

Barriers and Location	<p>In 2023, Satisfaction surveys indicated that overall, stakeholders, families, caregivers, employers and Persons Supported felt that SACL personnel are available to discuss matters of interest or concern, they know they will get help when needed and SACL is responsive to their needs.</p> <ol style="list-style-type: none"> 1. A <u>Family/Caregiver</u> commented that they would like to get more details when PS (Person Supported) is having a difficulty handling emotion. This helps at home. 2. A <u>Job Development Person Supported</u> commented there was a communication issue with an employer regarding payment. 3. <u>Home Share Service Provider</u> commented that they would like more detail of how PS (Persons Supported) day went. 4. <u>Employees</u> When asked how SACL could help its teams work together better employees' top responses were tied at 34% between Team development such as workshops, team activities, and events and Communication such as workshops, emails and discussions. Other suggestions about communication improvement employees provided: <ol style="list-style-type: none"> a) Checklists of outlines/expectations when onboarding b) Returning texts, phone calls and emails in a timely manner c) Positive and respectful communication Accessibility Checklists indicated 5. Not all documents are in plain language.
Solutions	<p>SACL will review and assess current practices, develop a plan to take steps to remove identified barriers to communication such as:</p> <ol style="list-style-type: none"> 1. Provide more details to families/caregivers when Persons Supported are having a difficult time. 2. Seek to improve communication between employers and Persons Supported. 3. Provide checklists of expectations for onboarding 4. Provide timely responses to communications

	5. Provide positive and respectful communication 6. Provide training/educational opportunity specifically regarding communication 7. Continue to develop documents that are easy to read and understand 8. Revise existing documents so they are in plain language
Priority	Moderate
Cost	N/A
Funding Source	CLBC
Due Date	January 2025
Responsible	SACL Leadership/Quality Assurance Coordinator

Technology Barriers

Barriers and Location	<p><u>Persons Supported</u> surveyed were asked if SACL provided access to technology where required (computers, assistive technology) and they responded with 65% agreement. This is 9% decrease from 2022.</p> <p><u>Stakeholders, families/caregivers, and employers</u> responded 100% with agreement or neutrally.</p> <p><u>Employees</u> surveyed were asked:</p> <p><u>SACL does it's best to research, implement, and improve upon appropriate technological software and management systems</u> within their allotted budget?</p> <p>94% of employees agreed or responded neutrally. Comments provided indicated that there were some concerns.</p> <ul style="list-style-type: none"> • ComVida being difficult for availability and scheduling. • Personal Service Plan format – would be nice to have a specialized template within Nucleus. <p><u>SACL provides appropriate access to the technology you need to fulfill your job</u> requirements.</p> <p>94% of employees agreed or responded neutrally with this statement. Comments indicated hope that the new location for some services would remedy concerns. Employees also indicated that:</p> <ul style="list-style-type: none"> • There were no laptops in the church from which they work • Some laptops that are provided are slow • Some laptops are not being utilized • Most staff access is needed at day end and so there is a shortage <p>Accessibility Checklists indicated: That SACL does not ask for input on how users experience the website. SACL does not have voice to text options for navigating the website or relaying information.</p>
Solutions	SACL will address:

	<ul style="list-style-type: none"> • <u>ComVida scheduling</u> - SACL will ensure that all staff have access to the needed supports for existing technology, such as: <ul style="list-style-type: none"> ○ one to one from leadership ○ online tutorials ○ clear step by step procedures • <u>Personal Service Plan format</u> – in June 2022, SACL approached Nucleus regarding possible options to the existing PCP format. Nucleus responded saying SACL may want to consider using POMS differently. SACL has submitted a list of changes for the current PCP to Nucleus. Nucleus has not responded as of yet. • <u>Laptop availability and use</u> – SACL will review and assess current practices, develop a plan to take steps to remove identified barriers to technology such as: <ul style="list-style-type: none"> ○ Availability ○ Functionality ○ Usage • <u>Feedback from users of the SACL website</u> – SACL will review, assess and develop a way to obtain feedback from users of the website. i.e. a survey on the website, add a question to the annual satisfaction survey. • <u>Text to speech for website users</u> – In March 2023, SACL explored the option of text to speech for the website. The quote came in at \$1400. At the time, it was decided to set the project aside. SACL can revisit the subject and assess whether the budget will allow for the expense. SACL plans on writing two grants in the coming weeks for accessibility related issues. If successful, SACL may be able to provide text to speech on the website.
Priority	Low
Cost	N/A
Funding Source	CLBC
Due Date	March 2025
Responsible	SACL Leadership

Transportation Barriers

Barrier and Location	<p>In 2023, Transportation barriers were not identified as significant. This is consistent with 2022. However, comments indicated:</p> <ul style="list-style-type: none"> • <u>One Persons Supported</u> commented that transportation was an issue but did not elaborate. • <u>One family/caregiver</u> survey indicated there was insufficient parking. • <u>One employee</u> commented that staff are expected to have winter tires and felt it showed a lack of understanding with their discomfort driving in poor weather conditions.
Solutions	<p><u>General transportation issues</u> - SACL will continue to support and educate persons supported on use of available modes of transport and how to access them (walking, busses, taxi, friends etc.) SACL will continue to actively explore, support and advocate for the development of natural supports in the lives of Persons Supported.</p>

	<p><u>Insufficient Parking</u> – The new location will allow for increased parking nearby or a close walk away, all free of charge.</p> <p><u>Winter Tire Requirement</u> – while SACL is bound by law to enforce the requirement to use proper winter tires. It will ensure that all staff are aware of the laws, standards and policies that govern this decision.</p>
Priority	Moderate
Cost	within services budget
Funding Source	CLBC
Due Date	January 2025
Responsible	SACL Leadership

Community Inclusion Barriers

Barrier and Location	<p>In 2023,</p> <p><u>Surveys provided by stakeholders, families/caregivers, employees and employers</u> indicated overwhelmingly (100% agreed or responded neutrally) that they felt SACL demonstrates a commitment to inclusion and indicated no barriers.</p> <p><u>Persons Supported</u> indicated no barriers or responded that they didn't need help with community inclusion.</p> <p><u>Families and Caregivers</u> checked all SACL services they felt SACL helped people move towards 85% (up from 67%) participation in the community.</p> <p>These results are consistent with the last survey in 2022, when 0% of persons surveyed feel they experience community inclusion barriers.</p>
Solution	No trends
Priority	Low
Cost	N/A
Funding Source	CLBC
Due Date	N/A
Responsible	N/A

Other Barriers

Barrier and Location	In 2023, no other barriers were indicated. This is consistent with 0% reported barriers in 2022.
Solution	No trends
Priority	Low
Cost	N/A

Funding Source	CLBC
Due Date	N/A
Responsible	N/A

Monitoring & Report Distribution

The Executive Director reports the Accessibility Plan Results to the Board of Directors. The Accessibility Plan results are documented annually and provided in a complete format and is available to:

- SACL Board of Directors
- Staff
- Persons Supported
- Families & Caregivers
- Stakeholders
- Community Living BC
- The General Public

The SACL Accessibility Plan is also available on the SACL Website:

www.shuswapacl.com