



**Shuswap Association
for Community Living**

Accessibility Report & Plan 2026



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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 Community Partners may have of Persons Supported as these can impact access to services/supports. Attitudinal Barriers may include but are not limited to:

- Terminology and language organizations uses in its literature or when it communicates with persons with disabilities, other community partners, and the public (e.g., whether the organization uses person-first language).
- How persons with disabilities are viewed and treated by the organization, their families, and the community (e.g. dependent versus independent or interdependent, not valuable versus valuable).
- Whether input of Persons Supported is solicited and used.
- Whether the eligibility criteria for 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 employees that ensures Persons Supported can better manage their needs. Examples of employment barriers include lack of education/training, disability, transportation,

Communication Barriers

Provide materials in a language or format that is understood by Persons Supported. 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 Supported.

Technology Barriers

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

Transportation Barriers

That could prohibit/limit 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 Supported from returning to full participation in the community of their choice. An example of Community Inclusion barrier would be lack of program space. Accommodations may be needed to enable a participant to return to volunteer activities.

Other Barriers

As identified by Persons Supported or other Community Partners.

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

SACL is accredited by CARF and is committed to making its services accessible. This means removing barriers so people can fully take part in the supports and services SACL provides, as well as making things easier for families, staff, and community partners.

SACL understands that it is important to regularly review accessibility issues and to create a clear, written plan to address them. Identifying and fixing barriers within the organization is a key responsibility.

At the same time, SACL recognizes that many people also face barriers in the broader community. Because of this, SACL believes that the lives of the people it supports can be improved by working together with community partners to reduce these barriers.

SACL has a long history of being involved in the community and continues with this commitment. The events and activities listed below show how SACL works with the community to promote accessibility and inclusion.

***Note:** ChatGPT/Copilot may have been used to check for spelling and grammar errors and enhance language clarity. All suggestions are reviewed individually and final decisions on all edits are determined and implemented by the writer.*

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. In November 2025, our Executive Director won "Member of the Year".

Okanagan College

The Director of Services sits on the Adult Special Education Committee. This committee addresses the college education of individuals with an intellectual disability and other special needs. SACL delegates often present in Human Service Worker classes to share information about SACL and the sector.

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 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.

Salmon Arm WorkBC

SACL's Vocational Counsellors regularly attend job fairs that provide keynote speakers and information sessions about opportunities, resources and funding available for inclusive hiring and retention.

Regional Accessibility Advisory Committee

The SACL Director of Services, Connie Sebelius, sits on the Regional Accessibility Advisory Committee. The role of the committee is to provide recommendations that inform the Accessibility Plan of the Columbia Shuswap Regional District and help improve the livability, inclusivity, and accessibility for persons working and interacting within the region.

CSSEA Community Living Services Panel

The SACL Executive Director, Karen Hansen, has been voted into a seat on the CSSEA Community Living Services Panel. The panel works jointly with General Services and Indigenous Services; the CSSEA Board of Directors are selected from the joint panel.

CSSEA Bargaining Team

In 2025, the SACL Executive Director, joined the CSSEA Bargaining Team. The team was active in preparation, including reviewing pre-bargaining surveys and establishing bargaining protocols in the months leading up to May 2025. Formal negotiations began in mid-May 2025, and they continue to negotiate with sessions extending into January and February 2026.

BC CEO Network Board of Directors

In 2025, our Executive Director began her term on the BC CEO Network Board of Directors. The network represents over 120 executive leaders from community social service agencies across British Columbia. Its goals are to:

- Provide a Collective Voice for Social Service Sector CEOs across BC
- Promote Leadership Development and Mutual Support
- Promote Effective and Efficient Business Practices
- Emphasize the Importance of Taking Care of Oneself and Other CEOs in the Network

Rural Community Immigration Pilot

In May SACL was approved as a designated employer for this pilot program. The federal government had reduced immigration numbers, and this program was a way to stream immigrants into sectors that really needed workers. In an effort to support SACL's staffing requirements and provide a path to permanent residency SACL applied to become a designated employer.

Self-Advocate Group – Shuswap Connexions

Salmon Arm's only self-advocate committee had not met since the pandemic and knowing there was a need in the community, SACL staff actively worked to bring it back. SACL provided support to ensure it continued its important work by connecting it with an advocate from the BC Self Advocate Leadership Network Society, which will enhance their representation and voice in our community. They are now meeting the last Thursday of every month at SACL. OBJ

Public Relations

Community Participation

- SACL HR manager and Executive Director attend a Silverback's Community Corner to highlight SACL.
- SACL participated in Salmon Arm's Downtown Treat Trail
- SACL Executive Director was asked to join the Shuswap Women in Business that started in 2025
- SACL showed its support for National Day for Truth and Reconciliation by wearing their SACL orange shirts
- Heaven Can Wait Boat ride
- SACL used Askew's gift cards and "Downtown Dollars" for employee gifts
- ED and HR participated in CMHA's Push-Up Challenge to raise funds for the local CMHA – Feb.25
- SACL continues to post regularly to its Facebook page and has increased its followers from 401 in 2024 to 479 in 2025.
- Cinda McIvor was awarded Employee of the Year; Karen Hansen was awarded Member of the Year and SACL was nominated for Non-Profit of the Year for the Chamber's Awards of Excellence.
- New Social Enterprise Workday Warriors have their own page on the SACL website

Volunteering

- SACL Persons Supported and employees volunteer at the Food Bank regularly, Christmas Kettles for Salvation Army, volunteering at Church's Thrift Store, Silverbacks games, Church Lunches at CrossRoads, reading to children at the Strong Start Program

Fundraising

- SACL continues to support local businesses like Grillers Meats Salmon Arm and Downtown Salmon Arm through collaborating fundraising events
- SACL worked with SAFE Society, to raise funds and shop for disadvantaged families in the community
- Reverse Job Fair Committee hosted a Burgers and Dogs for a Good Cause fundraiser
- SACL was awarded \$40,000 from SASCU's Empowerment Grant. This grant money will be used to hire a business/marketing professional to help formalize the Workday Warriors social enterprise.
- SACL was awarded several grants this year, including:
 - \$3,000 from the Shuswap Community Foundation and
 - \$1,500 from the City of Salmon Arm Grant-in-Aid for Community Inclusion accessible doors
 - \$5,000 from United Way for Peer Work Experience resulting in a new hire
 - \$9,250 from BC Social Care Training for the Supervisor Training Project
 - \$40,000 from SASCU for the formalization and expansion of SACL's social enterprise
 - \$5,000 Workplace Disability Management Assessment Grant administered by NIDMAR (National Institute of Disability Management & Research)
- In late 2024, SACL was awarded \$94,000 from the Federal Government's Rural Transit Solutions Fund, which was used in early 2025 to purchase a new wheelchair-accessible van.

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.

- The Executive Director attends Shuswap Community Foundation's AGM to give thanks for grants awarded throughout the year.
- SACL Diversity, Equity and Inclusion Committee held, in honor of Autism Awareness Month, an event to explore the theme: "What Does Diversity Mean to You?". This event was designed to create an open space for discussion, reflection, and learning about how diversity, equity, and inclusion impact our lives and our community.

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.

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 community partners. 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, Community Partners & 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 Supported, personnel and other Community Partners

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

Community Living BC (CLBC)

CLBC is actively implementing a 2023-2026 Accessibility Plan to identify, remove, and prevent barriers, aligned with the Accessible British Columbia Act. The plan focuses on five key areas:

1. Accessible employment
2. Clear communication
3. Varied information formats (braille, ASL, plain language)
4. Welcoming physical office spaces
5. Consistent, person-centered relationships

Key Aspects of CLBC Accessibility Standards (2023-2026):

Five Areas of Action:

1. **Relationships:** Staff are trained to proactively ask about and understand accommodation needs
2. **Communication:** Increasing use of plain language, visual aids, ASL, and braille
3. **Physical Spaces:** Improving accessibility in offices, including lighting, seating, and signage
4. **Employment:** Embedding inclusivity in the workplace and improving hiring processes for people with disabilities
5. **Service Delivery:** Ensuring services are person-centered, safe, and of high quality

Implementation & Monitoring:

1. An **Accessibility Committee** advises on actions and measures progress.
2. **Annual reports** track progress, such as updating bathrooms and adding braille in offices.
3. A **2025 update to service standards** for service providers to ensure consistent, high-quality, and accessible care.

Feedback Mechanism:

Individuals can provide feedback on barriers through an online form on the CLBC website.

SACL Accessibility Progress and Improvements for 2025

SACL has made significant progress in its endeavour to improve accessibility for all:

- The SACL Diversity, Equity and Inclusion Committee (DEI) held meetings March 3, Sept 9 and Nov 4 in 2025. In these meetings major topics discussed were:
 - A workforce representative of our community to identify gaps and how to show accountability to this goal.
 - Having cultural luncheons or events – 3 different ones with posters asking what that specific focus means to them; one focused on diversity, one on inclusion and one on equity.
 - Planning events for staff to attend together. i.e. tubing at SilverStar
 - Including an introduction and invitation to the DEI to new staff at orientation
- In March 2025, Braille signage with raised characters were put on bathroom doors in Community Inclusion and SACL Administrative/Community Employment Services offices
- A new wheelchair-accessible van was purchased in early 2025 through a \$94,000 grant from the federal government's Rural Transit Solutions Fund
- In March 2025, SACL implemented text to speech on the SACL website. This expands SACL's reach to the public, families and Persons Supported as well as enhance their experience, improve accessibility and foster greater inclusivity.
- In June 2025, with donations from the Church of Christ, donors through our website, community boxes from Giving Tuesday, Askews gift card fundraiser and grants from Shuswap Community Foundation and the City of Salmon Arm's Grant in Aid, we installed a new accessible doorway after nearly a year in the new Community Inclusion program space.
- In October 2025, an Employee Demographics Survey - Voluntary Self Disclosure was developed and implemented. One of the catalysts for this survey was discussion with the Human Resource Manager. They reported that, "In Canada, there is no specific law mandating businesses to track DEI information and demographics. However, publicly traded companies are required to report on DEI metrics at the board and executive levels. Additionally, guidelines have been published to encourage corporations to disclose their

diversity information consistently. While there are no mandatory requirements, ongoing discussions about DEI in Canada indicate a growing emphasis on diversity reporting.”

- In October 2025, SACL hired an internal Finance Officer that will help with growth by time of others, providing clarity and faster access regarding finances.
- In November 2025, SACL implemented the use of a website accessibility feedback survey that includes questions regarding ease of use, assistive technology, ease of navigation, and diversity.
- Throughout 2025, SACL continued improving accessibility by completing annual accessibility checklists and addressing items such as, reviewing all documents for plain language, ensuring well-lit entranceways, and posting signs for accessible entrances.

2025 Accessibility Action Plan Results

(Action Items from the 2025 Satisfaction Survey Results and Annual Accessibility Checklists)

In 2025, Satisfaction Surveys indicated that 76% (down from 84%) of respondents felt that SACL identified and addressed accessibility barriers, 23% (up from 14%) responded neutrally and 0% (down from 1%) disagreed.

Note: An “X” indicates not addressed/completed

Architectural Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: There were no architectural barriers to receiving services.</p> <p>Accessibility Checklists indicated:</p> <ol style="list-style-type: none"> 1. <u>Accessible parking spaces near location</u> – Cluster reports that there are individual parking spaces for tenants but it’s challenging for additional parking spots as they are not leveled properly. 2. <u>Curb ramp from the parking onto the sidewalk</u> - Adm/CES indicated that there is no curb ramp from the parking area onto the sidewalk. 3. <u>Route to the building entrance is stable, firm & slip resistant</u> – 1st Ave indicated that it is not. <u>No comment was made.</u> 4. <u>Automatic Doors</u> – CI does not have one at the main entrance or on the washrooms. They are currently fundraising and asking for grants to get one for the main entrance. Admin/CES does not have signage on washrooms. 5. <u>Entrance not well lit</u> - 1st Ave – there is no light when entering through the garage. 6. <u>Tactile warning strips for entrance stairs</u> – CI reported they don’t have them 7. <u>Edges of carpets/mats securely attached to minimize tripping hazards</u> – Admin/CES, 1st Ave & Cluster reported they are not. 8. <u>Doors and door frames have good colour contrast with surrounding wall surfaces and floors</u> – Admin/CES reports they do not. 9. <u>If the main entrance is not accessible, does a sign clearly visible at the front of the building indicate the location of an accessible entrance?</u> – 1st Ave reports they do not have a sign indicating the accessible entrance. 10. <u>Are text characters raised (sized between 5/8 and 2 inches high, with high contrast)?</u> Admin/CES does not and CI did not respond 11. <u>Braille signage</u> – CI and Admin/CES indicated they do not have braille signs. 12. <u>Soap dispensers automatic or easy to use</u> – CI reports No, push the soap out.
<p>Results and Solutions (from Satisfaction Surveys checklists for 2025)</p> <p>X indicates not completed</p>	<p><u>Admin/CES</u></p> <ol style="list-style-type: none"> 1. <u>No curb ramp from parking to sidewalk</u> - The front entrance at Admin/CES is accessible (with curb onto sidewalk) but not the side parking lot and that won't change. 2. <u>Carpets/mats not secured</u> – Mat has been removed 3. <u>X Poor contrast with frames vs. walls</u> – will consider this when it is time to repaint

	<p>4. <u>Accessible washroom signs, with braille</u>, have been installed for Admin/CES and CI.</p> <p><u>1st Ave</u></p> <p>5. <u>Unstable/not slip resistant route to entrance</u> - Other than in the winter time, the route to 1st Ave entrance seems fine. In the winter it is heavily de-iced. Unfortunately, there is no way to fix the parking issue at Cluster without extensive ground work being done.</p> <p>6. <u>Garage not well lit</u> – a motion sensor light has been purchased and installed.</p> <p>7. <u>Carpets/mats not secured</u> - The mats have been secured. They are all non-slip rugs.</p> <p>8. <u>Sign indicating accessible entrance</u> – a sign has been posted.</p> <p><u>Community Inclusion</u></p> <p>1. <u>Automatic Doors</u> – In June 2025, CI was successful in getting automatic doors. With donations from the Church of Christ, donors through our website, community boxes from Giving Tuesday, Askews gift card fundraiser and grants from Shuswap Community Foundation and the City of Salmon Arm’s Grant in Aid, we installed a new accessible doorway after nearly a year in the new program space.</p> <p>2. <u>Tactile warning strips for entrance stairs</u> – Services Manager reported - Sept.25.25-Discussed at staff meeting if they feel we should have tactile warning strips for entrance stairs. They all agree we should. Will look into the pricing and give a quote to Connie and Karen. Oct.23.25- Ordered & Delivered. Jan.15.26 - Installed.</p> <p>3. <u>Braille signage</u> – Mar. 2025 - Washroom signs with braille have been installed in CI and Admin/CES.</p> <p>4. <u>Soap dispensers are not automatic or easy to use</u> - They are not automatic but are easy to use. There have been no reports of difficulty with the dispensers.</p> <p><u>Cluster</u></p> <p>1. <u>Unlevel parking</u> - There is no way to fix the parking issue at Cluster without extensive ground work being done.</p> <p>2. <u>Carpets/mats not secured</u> - Cluster mats have been secured.</p>
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Environmental Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: <u>Between 84% and 95% (down from 92% and 100%) of respondents felt that services were provided at times and in locations that meet the needs of the Persons Supported. 46% of Community Inclusion Persons Supported indicated there were issues with noise, 36% with crowding and 21% with temperature (some felt it was too warm and some felt it was too cold) in the space.</u> <u>When Persons Supported were asked if there were things that make it harder for them to come to SACL or meet with their worker 23% (down from 38%) of Persons Supported stated there were issues. Comments on these surveys indicated:</u></p> <ul style="list-style-type: none"> • Not enough time with half day
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	<ul style="list-style-type: none"> • My chair not working weather • Just the commute • Balloon popping noise <p>Checklists indicated: The noise level in Community Inclusion services was high.</p>
<p>Results and Solutions (from Satisfaction Surveys checklists for 2025)</p>	<ol style="list-style-type: none"> 1. <u>Peer interactions and parking</u> – Community Inclusion employees and Persons Supported provided positive feedback since the move. Interactions have changed between Persons Supported for the better, they feel they have more choice in activities and have reported that parking is a bonus. 2. <u>Nights and weekend services</u> – 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. In November 2024, SACL signed a new Memorandum of Understanding with CUPE 3999 (Local Issues) that includes language allowing employees to work more flexible schedules to accommodate the needs of Persons Supported. 3. <u>Weather/snow and road conditions</u> – SACL has policies that address severe weather and winter tire requirements (<i>Transportation Policy</i>). SACL makes it a priority to keep programs and services open and available even during inclement weather and only closes a worksites or programs 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> – Community Inclusion services moved to a new space in June 2024. The move for these services allows for programs to be based throughout the site, in spaces that allow for some separation resolving the concern. The SACL Executive Director reports that high noise levels have not been reported to her since the move. In the new space for Community Inclusion there is a quiet craft room and a room designated for quiet activities for those who have trouble with noise. The team experimented with scattering lunch times, teaching Persons Supported appropriate noise levels using Volume Meters and add visuals throughout the space.

Attitudinal Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: No barriers were identified.</p> <p>Checklists indicated: No barriers were identified.</p>
<p>Results and Solutions</p>	<p>N/A</p>

Financial Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: <u>While, overall, data indicated that 70% to 100% of respondents</u> were satisfied with the amount of funding available, there were comments from Employees, Persons Supported and Families & Caregivers stating they would like more funding or more service.</p> <p>Accessibility Checklist indicated:</p> <ul style="list-style-type: none"> • Mileage funding could be better • Services are provided but would be nice to get more from CLBC • SACL fundraises for many things that CLBC does not fund
<p>Results and Solutions (from Satisfaction Surveys checklists for 2025)</p>	<ol style="list-style-type: none"> 1. <u>Fundraising</u> - SACL will continue to explore long term sustainable fundraising opportunities. Two event planners have been contracted to plan a large SACL fundraising event for 2025. They hope it will become an annual event 2. <u>Advocate for Increased funding</u> for mileage/more activities - SACL will continue to request increased funding from CLBC

Employment Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: <u>Employers</u> While 75% of employers agreed; one employer disagreed with the statement that they are satisfied with the level of support their employee was receiving. <u>The employer commented</u> that the Person Supported was a few days without support and just dropped off. The Person Supported was able to do her job but was difficult for the employer to support her.</p> <p><u>Employees</u> When asked what they liked least about working at SACL the top three items were: <u>Nothing</u> – nothing negative to say <u>Pay rate/salary</u> <u>Hours/scheduling practices</u> – one employee would like to work one day less a week but would have to give up their line.</p> <p>Accessibility Checklist indicated: No barriers were indicated.</p>
<p>Results and Solutions (from Satisfaction Surveys checklists for 2025)</p>	<p><u>Employers</u></p> <ol style="list-style-type: none"> 1. <u>Level of support of Persons Supported</u> - SACL has checks and balances in place to mitigate any issues. When there is a successful placement for many years, there are fewer checks. Once SACL becomes aware of issues it addresses them. In this case when SACL learned of the issues it provided appropriate supports. <p><u>Employees like least about working at SACL</u></p> <ol style="list-style-type: none"> 2. <u>Pay rate/salary</u> – 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

	<p>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. This is still the practice. All staff received substantial raises with the new collective agreement as well as more to come in the next 3 years.</p> <p>3. <u>Hours/scheduling practices</u> - Flex time, job sharing, part-time positions and compressed work schedules are available to some positions. It would seem this may be an issue of misunderstanding.</p>
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Communication Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated:</p> <p><u>Families and Caregivers Surveys</u> When asked to check the SACL services they felt people were helped to move towards surveys indicated lowest response rates for:</p> <ul style="list-style-type: none"> • Increased use of natural supports • Self-Advocacy • Access to non-disability related resources <p>One respondent commented that knowing who the keyworker is would be beneficial as there have been several changes and they are unsure of who to contact.</p> <p><u>Home Share Provider Surveys</u> indicated an overall drop in satisfaction with the amount of information provided regarding:</p> <ul style="list-style-type: none"> ○ Standards, laws and regulations (down 17%) ○ Communication methods (down 33%) ○ Authorization to make decisions regarding supports, healthcare, finances & legal issues (down 17%) ○ Performance monitoring process (down 33%) ○ The process for resolution should they or the Person Supported be unsatisfied with something (down 17%) <p><u>Employee Surveys</u> indicated general improvement or stability regarding communication. However, there were comments indicating that continued work on team building, management transparency and approaching problems or concerns with curiosity are still employee concerns.</p> <p>Accessibility Checklist indicated: Not all documents are in plain language, but SACL is working towards it</p>
<p>Results and Solutions (from Satisfaction Surveys checklists for 2025)</p>	<p><u>SACL will review and assess current practices</u>, develop a plan to take steps to remove identified barriers to communication such as:</p> <p><u>Families & Caregivers</u></p> <ol style="list-style-type: none"> 1. Services Manager will check with Keyworkers to ensure they are doing monthly check ins. This will be added to month-end checklist for staff and managers. Staff will indicate if they contacted a parent and caregiver on the checklist and will make a caregiver contact note in Nucleus every time they contact them.

	<p><u>Home Share Providers</u></p> <p>2. Feb.2026 Home Share binders are being giving to each provider. In it is information regarding all of the issues described. This was done to ensure all Home Share providers have the correct and current accessible information. The Services Manager reports that she will give them updated info as it becomes available. For example. The Home share Provider Handbook is in the binder, and they will be getting an updated version when it is complete.</p> <p><u>Employee</u></p> <p>3. SACL will be providing training for emotional intelligence and assertive communication. Update: <u>April 7 2025</u> - Promoting Civility Non-Profits-training (mandatory for all employees. Posting reports and plans for employees to access. SACL All-Teams Meetings happening approx. every two months</p> <p>4. SACL continues to work with the Union to address communication issues and staff are often reminded to go to Managers/Union Reps when they have concerns. Wellness Wednesdays are sent weekly and are a good way to share information with all personnel.</p> <p><u>Plain Language Documents</u></p> <p>5. Continue to develop documents that are easy to read and understand</p> <p>6. Revise existing documents so they are in plain language</p>
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Technology Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: <u>When asked if SACL provides access to technology</u> to assist where required (computers, assistive technology) 79% of all respondents agreed and 19% responded neutrally. 2% disagreed. <u>Persons Supported</u> surveyed were asked if SACL provided access to technology where required (computers, assistive technology) and they responded with 76% agreement (up from 65%). <u>Employees</u> surveyed were asked: <u>SACL does it's best to research, implement, and improve upon</u> appropriate technological software and management systems within their allotted budget? <u>100% (up from 94%) of employees agreed or responded neutrally.</u> Comments provided indicated that there were concerns with new laptops not being ergonomic or efficient and a preference for past software i.e. PayWorks. <u>SACL provides appropriate access to the technology you need to fulfill your job requirements.</u> 98% of employees (up from 94%) of employees agreed or responded neutrally with this statement. Employees also indicated that:</p> <ol style="list-style-type: none"> 1. More computers at Community Inclusion would be nice 2. Staff are required to use their personal cell phones, which compromises their privacy outside of work <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>
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<p>Results and Solutions (from Satisfaction Surveys checklists for 2025)</p>	<p><u>SACL will address:</u></p> <ol style="list-style-type: none"> 1. <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. November 2025 - The feedback button and survey are working and we are hoping to get feedback!!! 2. <u>Text to speech for website users</u> – March 2025 text to speech was put on the SACL website. We had to tweak it for awhile but by August 2025 it was running well. 3. <u>New laptops not being ergonomic</u> – there are laptops and desktop computers available for employees, should they need something different. If something is not meeting an employee’s needs ergonomically, they are encouraged to approach their Service Manager or Team Leader for support. 4. <u>New laptops not being efficient</u> – Not knowing the context of “efficient” whether this means money spent, time spent, etc. makes it difficult to address this concern. 5. <u>Assistive Technology</u> – Employment Services employees have in the past used <i>WorkBC Assistive Technology Services</i> for Persons Supported and will make use of it if needed.
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Transportation Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: Transportation barriers were not identified as significant. This is consistent with 2023. However, comments indicated: <u>One employee</u> commented that no one should have to drive on icy roads.</p> <p>Accessibility Checklists indicated: <u>Community Inclusion</u> - For the most part Persons Supported are able to reach service locations but transportation can be difficult for some Persons Supported.</p>
<p>Results and Solutions (from Satisfaction Surveys checklists for 2025)</p>	<ol style="list-style-type: none"> 1. <u>Driving on icy roads</u> – SACL employees are not expected to drive in dangerous weather. If buses are running so is SACL but no one is expected to travel in unsafe conditions. SACL has cancelled services when needed. Staff may be expected to deliver essential services in poor weather. In this case, they are able to choose to drive their own vehicles, rather than SACL ones, if they feel more comfortable. SACL employees annually review “Right to Refuse Unsafe Work and Work Refusals Training”. Should they feel they are being asked to do something unsafe they may follow the process/protocol as outlined in the training.

Community Inclusion Barriers

<p>Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)</p>	<p>For services in 2024, Satisfaction Surveys indicated: No barriers were identified.</p> <p>Accessibility Checklists indicated: No barriers were identified.</p>
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Results and Solutions (from Satisfaction Surveys checklists for 2025)	
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Other Barriers

Indicator, Barrier and Location (from Accessibility Plan & checklists 2025)	For services in 2024, Satisfaction Surveys indicated: No barriers were identified. Accessibility Checklists indicated: No barriers were identified.
Results and Solutions (from Satisfaction Surveys checklists for 2025)	

2026 Accessibility Action Plan

(Action Items from the 2025 Satisfaction Survey Results and Annual Accessibility Checklists)

Results from SACL Satisfaction Surveys and Accessibility Checklists provide the data that aids in the development of this action plan.

When asked if they felt that SACL identified and addressed accessibility barriers, 100% of respondents surveyed agreed or responded neutrally.

Architectural Barriers

Barrier and Location	<p>For services in 2025, Satisfaction Surveys indicated: There were no architectural barriers to receiving services. This is consistent with 2024.</p> <p>Accessibility Checklists indicated: <u>Admin/CES</u> <u>Doors and door frames</u> do not have good colour contrast with surrounding wall surfaces and floors <u>1st Ave</u> <u>Nosing on stairs</u> does not have good colour contrast with the treads. <u>Community Inclusion</u> <u>No grab bar</u> beside the toilet</p>
Solution	<p><u>Admin/CES</u> <u>Poor contrast with frames vs. walls</u> – Executive Director reported that SACL will consider this when it is time to repaint <u>1st Ave</u> <u>Poor colour contrast with treads on stairs</u> – affix brightly coloured adhesive to the nosing on stairs. <u>Community Inclusion</u> <u>No grab bar beside toilet</u> – install grab bar <u>Insufficient funding</u> – continue to advocate for increased funding when needed</p>
Priority	High
Cost	N/A
Funding Source	CLBC
Due Date	December 2026
Responsible	SACL Leadership

Environmental Barriers

Barriers and Location	<p>For services in 2025, Satisfaction Surveys indicated: <u>While there was an increase by 13%, (from 80% to 93%) in families that agreed that SACL services were provided at locations that meet the needs of Persons Supported there was no significant change in the Community Inclusion Persons Supported indications.</u> <u>59% of respondents (from 36% in 2024), indicated the Community Inclusion space was too crowded, an increase of 23%.</u></p>
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When Persons Supported were asked if there were things that make it harder for them to come to SACL or meet with their worker 25% (up from 23%) of Persons Supported stated there were issues. Comments on these surveys indicated:

- Do not like big groups.
- I don't like balloons popping
- Motivation
- Sometimes it can be a bit much with all the other people but its alright
- Communication, transportation
- I don't know my work schedule too far in advance. I get it one week at a time.
- Lack of sleep, over-anxious
- Sometimes new people

Checklists indicated:

Admin/CES

Furniture is not comfortable and adaptable for people

Edges of carpets/mats are not securely attached to minimize tripping hazards.

Fragrances/odors that can impact people.

Community Inclusion

Edges of carpets/mats are not securely attached to minimize tripping hazards.

High Noise level is high

Unnecessary distractions

No sign indicating entrance is accessible

Solutions

Admin/CES

1. Furniture is not comfortable and adaptable for people – explore ways to improve adaptability and comfort of chairs. All office chairs are adjustable, many office desks are adjustable as well.
2. Edges of carpets/mats are not securely attached to minimize tripping hazards - Secure carpet/mats.
3. Fragrances/odors that can impact people – explore what fragrances/odors there are and address with individuals, place signs as a reminder that it is a fragrance-free workplace.

Community Inclusion

4. Edges of carpets/mats are not securely attached to minimize tripping hazards - Secure carpet/mats.
5. Noise level is high – The Community Inclusion Services Manager reported on **Feb.10.26** that they have added a volume meter. They have an art room if needed for a quiet space and there is another quiet space that can be used. They have not scattered lunches. **Feb.17.26**, The Services Manager reported that Staggering lunch times will be discussed at a staff meeting. Staff will discuss and problem solve around supporting Persons Supported to stay in the community longer. For example, if they finish bowling and have time before lunch or time to go home then go for a walk around Rogers or go to Canoe Beach.
6. Unnecessary distractions – Services Manager reported that noise and other people caused unnecessary distractions. Solutions as above.

	7. <u>No sign indicating entrance is accessible</u> – post a sign with the international symbol for accessibility
Priority	Medium
Cost	N/A
Funding Source	CLBC
Due Date	December 2026
Responsible	Community Inclusion Services Manager

Attitudinal Barriers

Barriers and Location	<p>For services in 2025, Satisfaction Surveys indicated: No barriers were identified.</p> <p>Checklists indicated: No barriers were identified.</p>
Solution	No Trends Identified
Priority	N/A
Cost	N/A
Funding Source	CLBC
Due Date	N/A
Responsible	N/A

Financial Barriers

Barriers and Location	<p>For services in 2025, Satisfaction Surveys indicated: <u>Data indicated that 64% of respondents were satisfied</u> with the amount of funding available, there were comments from Employees, Persons Supported and Families & Caregivers stating they would like more funding or more service:</p> <ul style="list-style-type: none"> • More computers/space in area. • For transportation - need more money. • CLBC reducing budget • Could use more mileage • I think there should be options available for more career development courses, share more courses available that are relevant to the work we do or mental health first aid for employees • More company paid courses • More funding for mental health and other courses • There is always a ton of paperwork which is fine but a person needs more time to get all these accomplished. Lack of resources often means doing more with less. Not an SACL problem but a funding issue. <p>Accessibility Checklist indicated: <u>Community Inclusion and Cluster</u> reported there was not sufficient funding for services.</p>
Solution	<u>Fundraising</u> - SACL will continue to explore long term sustainable fundraising opportunities.

	<u>Advocate for Increased funding</u> for mileage/more activities - SACL will continue to request increased funding from CLBC
Priority	Moderate
Cost	N/A
Funding Source	CLBC
Due Date	December 2026
Responsible	SACL Leadership

Employment Barriers

Barrier and Location	<p>For services in 2025, Satisfaction Surveys indicated:</p> <p><u>Employees</u> When asked what they liked least about working at SACL the top two items were: <u>Nothing (29.51%)</u> – nothing negative to say <u>Pay rate/salary (26.23%)</u> - there were no comments related to this topic.</p> <p>Accessibility Checklist indicated: <u>Employer flexibility</u> - While all worksites indicated that compressed work schedules were not available to employees, they also indicated that flex time, job-sharing and part-time work were available to employees.</p>
Solutions	<p><u>Employees like least about working at SACL</u></p> <ol style="list-style-type: none"> <u>Pay rate/salary</u> – 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. This is still the practice. All staff received substantial raises with the new collective agreement as well as more to come in the next 3 years. <u>Employer Flexibility</u> - Flex time, job sharing, and part-time positions are available to some positions.
Priority	Medium
Cost	N/A
Funding Source	CLBC
Due Date	December 2026
Responsible	SACL Leadership

Communication Barriers

Barriers and Location	For services in 2025, Satisfaction Surveys indicated:
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When Persons Supported were asked if there were things that make it harder for them to come to SACL or meet with their worker 25% (up from 23%) of Persons Supported stated there were issues. Comments on these surveys indicated:

- Communication, transportation

Home Share Provider Surveys indicated an overall drop in satisfaction with the amount of information provided regarding:

- Responsibilities as a Home Share Provider (down 33%)
- Standards, laws and regulations (down 17%)
- Authorization to make decisions regarding supports, healthcare, finances & legal issues (down 17%)
- The process for resolution should they or the Person Supported be unsatisfied with something (down 17%)

Employee Surveys indicated, at 40% (up from 27%) that they think SACL could help its teams work together better by providing workshops, emails, and discussions regarding communication. In comments, employees provided the following suggestions:

1. Team building
2. Encouraging all staff to talk in meetings
3. Team activities i.e. bowling, swim, hike, Silverbacks hockey game, playing sports
4. Clear communication across departments
5. Training in-person together

Employees indicated that enjoyed staff meetings, team events and fun days.

The top three topics for what employees **liked most** about working at SACL were:

1. Leadership support (19.85%)
2. Co-worker relationships (19.85%)
3. **Leadership communication (18.38%)**

97% of employees indicated they agreed or were neutral with the statement “SACL employees are encouraged to exchange ideas and opinions”.

Accessibility Checklist indicated:

Plain Language documents and communication - Not all documents are in plain language, but SACL is working towards it

Solutions

Home Share Providers

1. Home Share binders are being giving to each provider. In it is information regarding all of the issues described. This was done to ensure all Home Share providers have the correct and current accessible information. The Services Manager reports that she will give them updated information as it becomes available. For example. The Home share Provider Handbook is in the binder, and they will be getting an updated version when it is completed.

Employee

1. SACL continues to work with the Union to address communication issues and staff are often reminded to go to Managers/Union Reps when they have concerns.

	Wellness Wednesdays are sent weekly and are a good way to share information with all personnel. <u>Plain Language Documents</u> 2. Continue to develop documents that are easy to read and understand 3. Revise existing documents so they are in plain language
Priority	Medium
Cost	N/A
Funding Source	CLBC
Due Date	December 2026
Responsible	SACL Leadership

Technology Barriers

Barriers and Location	<p>For services in 2025, Satisfaction Surveys indicated:</p> <p>For the statement, SACL identifies and addresses accessibility barriers. (Barriers include: Architecture, Environment, Attitudes, Finances, Employment, Communication, Technology, Transportation, Community Inclusion, and any other barrier identified by the Persons Supported, Personnel, or other community partners)</p> <ul style="list-style-type: none"> • 98% of Employees agreed or were neutral in their response • 100% of Families/Caregivers agreed or were neutral in the response • 100% of Community Partners agreed or were neutral in the response • 100% of Home Share Service Providers agreed or were neutral in the response <p>When Persons Supported were asked if there were things that make it harder for them to come to SACL or meet with their worker 25% (up from 23%) of Persons Supported stated there were issues. Comments related to technology on these surveys indicated:</p> <ul style="list-style-type: none"> • Not having a PS computer <p><u>Persons Supported</u> surveyed were asked if SACL provided access to technology where required (computers, assistive technology) and they responded with 90% (down from 97%) agreement or neutrality.</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 within their allotted budget?</u></p> <p>93% (up from 76%) of employees agreed or responded neutrally. Comments provided indicated that one employee had concerns with new laptops not being ergonomic.</p> <ol style="list-style-type: none"> 1. This is the second year in a row this concern has been reported on a satisfaction summary. No specifics were provided, which makes it the issue difficult to address. There are multiple ways for the employee to address this issue, solve the problem themselves by adjusting the work area, talking to the Service Manager, using other adaptive equipment, etc. There is also a complaint procedure in place that would help
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	<p>the employee get the assistance they are requesting if it is not happening at the Manager level.</p> <p><u>SACL provides appropriate access to the technology you need to fulfill your job requirements.</u></p> <p>93% (down from 98%) of employees agreed or responded neutrally with this statement. Employees also indicated that:</p> <ol style="list-style-type: none"> 1. Employees expressed that they felt: <ol style="list-style-type: none"> a. There were not enough laptops to go around as they are all in use at the same time. This results in employees staying after their end of shift to complete documentation or they do their documentation on their own devices on their own time. b. There are regular computer issues at Supported living, monitors failing, laptops not working properly, camera systems offline <p>Accessibility Checklists indicated: There were no issues indicated for the SACL website.</p>
Solutions	<p>SACL will address:</p> <ol style="list-style-type: none"> 1. <u>New laptops not being ergonomic</u> – there are laptops and desktop computers available for employees, should they need something different. If something is not meeting an employee’s needs ergonomically, they are encouraged to approach their Service Manager or Team Leader for support. 2. <u>Not enough laptops to go around</u> at the end of shift – consider staggering shifts so staff are not off at the same time and have to complete documentation at the same time. 3. <u>Technology issues</u> such as monitors failing, offline cameras, laptops not working properly – keep documentation of issues with computers and other devices so issues can be pinpointed.
Priority	Medium
Cost	Unknown
Funding Source	CLBC
Due Date	December 2026
Responsible	SACL Leadership

Transportation Barriers

Barrier and Location	<p>For services in 2025, Satisfaction Surveys indicated:</p> <p>When Persons Supported were asked if there were things that make it harder for them to come to SACL or meet with their worker 25% (up from 23%) of Persons Supported stated there were issues. Comments on these surveys indicated:</p> <ul style="list-style-type: none"> • No buses to come to Salmon Arm • Transportation/motorized Wheelchair not usable <p>Transportation barriers were not identified as significant. This is consistent with 2024.</p> <p>Accessibility Checklists indicated: No Barriers were identified.</p>
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Solutions	N/A
Priority	Medium
Cost	N/A
Funding Source	CLBC
Due Date	December 2026
Responsible	All Personnel

Community Inclusion Barriers

<p>Barrier and Location</p>	<p>For services in 2025, Satisfaction Surveys indicated: No barriers were identified.</p> <p>When <u>Families and Caregivers</u> asked to check the SACL services they felt people were helped to move towards surveys indicated <u>lowest</u> response rates for:</p> <ul style="list-style-type: none"> • Increased use of natural supports (46%) • Educational Development (46%) • Access to non-disability related resources (44%) <p>While ten respondents indicated that there were “Other” services they felt SACL helped people move towards, only three provided comments</p> <p>Respondents agreed or responded neutrally to the statement, SACL demonstrates a commitment to inclusion consistently with 2024.</p> <ul style="list-style-type: none"> • 100% of Employees agreed or were neutral in their response • 100% of Families/Caregivers agreed or were neutral in the response • 100% of Community Partners agreed or were neutral in the response • 100% of Home Share Service Providers agreed or were neutral in the response <p>Respondents agreed or responded neutrally to the statement, SACL demonstrates a commitment to diversity.</p> <ul style="list-style-type: none"> • 100% of Employees agreed or were neutral in their response • 100% of Families/Caregivers agreed or were neutral in the response • 100% of Community Partners agreed or were neutral in the response • 100% of Home Share Service Providers agreed or were neutral in the response <p>Accessibility Checklists indicated: No barriers were identified.</p>
<p>Solution</p>	<p>No trends</p>
<p>Priority</p>	<p>Low</p>
<p>Cost</p>	<p>N/A</p>
<p>Funding Source</p>	<p>CLBC</p>
<p>Due Date</p>	<p>N/A</p>
<p>Responsible</p>	<p>N/A</p>

Other Barriers

Barrier and Location	For services in 2025, Satisfaction Surveys indicated: No other barriers were identified. This is consistent with 0% reported barriers in 2024. Accessibility Checklists indicated: No barriers were identified.
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
- Employees
- Persons Supported
- Families & Caregivers
- Community Partners
- Community Living BC
- The General Public

The SACL Accessibility Plan is also available on the SACL Website: www.shuswapacl.com

How to give us feedback

- Send us a message: <https://shuswapacl.com/contact/>
- Give us a call: 1-250-832-3885
- Send us a fax: 250-832-1076
- Drop us a line: PO Box 153, Salmon Arm, BC V1E 4N3