



ACCESSIBILITY PLAN 2021/2022

PURPOSE

The purpose of the Accessibility Plan is to ensure that the accessibility needs and challenges of program participants, personnel and other stakeholders are identified, reviewed, and addressed to the extent possible by the organization. The Accessibility Plan will guide the improvement of access to services to:

- Enhance the quality of the contact with SSICS for program participants
- Remove barriers to access for any and all people seeking service from SSICS
- Implement non-discriminatory employment practices
- Meet legal and regulatory requirements
- Meet the expectations of funders and stakeholders in the area of accessibility

COMPONENTS

Accessibility means that Salt Spring Island Community Services programs, services and employment opportunities are provided on an equal basis to persons who meet program eligibility and job requirements. "Equal" basis refers to the elimination or reduction of barriers that otherwise prevent or reduce a person's participation in a program or service. This plan identifies and addresses seven barriers:

1. **Architecture.** The structural components that impede or prevent independent entry into and movement about a building including accessing all public areas such as washrooms and areas of refuge. Examples of barriers are stairs, narrow doorways or hallways, lack of appropriate signage etc.

2. **Environment.** The many components and aspects of an environment that perform a function (e.g. light switches, thermostats, equipment and technology) or that adversely affect a person (e.g. fluorescent lights flickering that precipitate seizures, perfumes that trigger allergic reactions, lack of sound proofing in counselling rooms, décor that may impact comfort levels).
3. **Attitudes.** The way program participants are viewed and treated. It is reflected in the language and terminology used, the level of involvement people have with SSICS, our opinions of our program participants' abilities and worth etc.
4. **Finances.** Working towards ensuring that adequate funding is available for programs and services. This would include accurate budgeting, lobbying where appropriate and instituting fund raising as needed.
5. **Employment.** SSICS recruitment practices provide equal opportunity to applicants. This means that recruiting is based on skills, experience and qualifications and that reasonable accommodation is made to individuals having special needs.
6. **Communication.** The ways and means by which information is exchanged. This includes the written material used (e.g. brochures) the availability of communication devices (e.g. TDD, TTY) or the web site. Language and format are considerations, as well.
7. **Technology.** The ways by which technology is used to enhance or sometimes limit the degree to which individuals may connect with services. This may include access to technology and ability to use technology.
8. **Transportation.** A person's ability to get to and from all work sites and service locations in order for them to participate in the full range of services and other activities offered.
9. **Community Integration (Developmental Disabilities services).** Any barrier which may limit an individual in fully participating in their community.

In order to prepare for this report the action plan from 2020/2021 was reviewed, current issues identified and a plan prepared to address existing needs. The information sources for this report are:

- Health & Safety Committee site inspections
- Community Stakeholder survey
- Employee Satisfaction survey
- Suggestions and Complaints
- Staff meetings and other staff input
- Requests for accommodation from prior years

2020-21 REQUESTS FOR ACCOMMODATION

There were no requests for accommodation during the year.

REVIEW OF 2020-21 PRIORITIES

Program Area: Early Childhood		
Barrier	Action Plan	Status
Architecture	Outside signage	Done
Environment	Add private space for program participants	Done
Attitudes	Work with Early Years Table to find common understanding about family support services	In process
Finances	Improve food bank access	In process
Employment	None	n/a
Communication	Facebook page	Done
Transportation	Develop ride share program	Done

Program Area: Child and Youth		
Barrier	Action Plan	Status
Architecture	Outside signage	Not done
Environment	Limit noise on third floor to add quiet and privacy for counsellors	Done
Attitudes	Reduce stigma related to suicide	In process
Finances	Secure funds for second front line MH Clinician	Done
Employment	None	n/a
Communication	Develop "navigation road map" for child and youth services	in process
Transportation	None	n/a

Program Area: Housing First and Outreach		
Barrier	Action Plan	Status
Architecture	Address ventilation in outreach building	Done
Environment	Reno kitchen to make coffee area welcoming	Done
Attitudes	Promote outreach as housing support and food security rather than just mental health	In process
Finances	Establish rent supplement and emergency fund program	Done
Employment	Train peer support people for outreach	Done, ongoing
Communication	None	n/a
Transportation	Develop an outreach service for homeless (van)	Done

Program Area: Developmental Disabilities		
Barrier	Action Plan	Status
Architecture	Improve entryway and floor for wheelchair travel	Done
Environment	Improve interior lighting	Done
Attitudes	Increase acceptance of program participants in mainstream work places	Ongoing
Finances	Assist participant in relocating and promoting kindling sales business	Done-set up at Recycle Depot
Employment	Increase vocational development including work placements at SSICS	Done
Communication	Program Brochure	Done
Transportation	Purchase wheelchair van	Done

Program Area: Community Housing		
Barrier	Action Plan	Status
Architecture	None	n/a
Environment	Regular cleaner at Lautman	Done
Attitudes	Engage in dialogue with neighbors regarding disruptive behaviors in SSICS housing	ongoing
Finances	Establish rent supplements program	Done
Employment	Review tenant involvement in basic maintenance tasks	Done
Communication	Celebrate 10 th anniversary of Murakami Gardens	Done
Transportation	Rideshare vehicle	Done

Program Area: Food Security		
Barrier	Action Plan	Status
Architecture	Develop more cold storage at SSICS and Produce Centre	in process
Environment	Food Safe training for all kitchen staff	In process
Attitudes	Replace food bank concept with community food distribution concept	in process
Finances	Market Coupon program	Done
Employment	Develop vocational development opportunities at farm	Ongoing
Communication	None	n/a
Transportation	Purchase reefer van	Done

2021-22 PRIORITIES

Program Area: Early Childhood		
Barrier	Action Plan	Person Responsible
Architecture	Replace fence at Family Place, create welcoming play area	Bryan
Environment	Establish welcoming food distribution area	Hannah
Attitudes	Work with Early Years Table to increase profile of parent support as part of early childhood service	Johanna
Finances	More intentional use of travel and food vouchers	Hannah
Employment	None	n/a
Communication	Promote concept of Early Years network for SGI region	Rob, Johanna
Technology	Parent-led social media presence for Family Place programs	Hannah, volunteers
Transportation	Evaluate ride share program	Johanna, Public Health

Program Area: Child and Youth		
Barrier	Action Plan	Person Responsible
Architecture	Renovation-add elevator	Rob W
Environment	establish safe and comfortable lounge area for older youth at Core Inn	Cindy
Attitudes	Reduce stigma related to suicide. Participate in MH awareness at GISS	CY Team
Finances	Clinician to focus on younger children	Rob
Employment	Develop work opportunities for youth at Core Inn	Martin
Communication	Promote "Foundry"-style of service at Core Inn	Johanna and team
Technology	Strengthen e health remote service delivery (tech and training)	Johanna
Transportation	None	n/a

Program Area: Adult and Outreach		
Barrier	Action Plan	Person Responsible
Architecture	Expand shelter capacity	Rob
Environment	Establish safe and confidential space for Housing First workers	Rob W
Attitudes	Build strength-based and capacity building attitude among staff	Annika
Finances	Establish guidelines for Housing First financial supports	Rob, Deanna
Employment	Train peer support people for outreach	Annika
Communication	Promote positive perspective on shelter as a first step in a recovery process	Rob
Technology	explore connection with SSI Literacy regarding computer literacy supports	Rob
Transportation	Mobile meal delivery and outreach	Annika

Program Area: Developmental Disabilities		
Barrier	Action Plan	Person Responsible
Architecture	Renovate space-add elevator	Rob W
Environment	Improve kitchen space to be more accessible to participants	Rob W, Bryan
Attitudes	Increase capacity for staff team to respond to change in person-centred ways	Annika
Finances	None	n/a
Employment	Increase vocational development including work placements in food programs	Annika, Simone
Communication	Promote participants community involvement and value to the community	Rob W, Annika
Technology	Improve skills of staff in using ETO	Annika
Transportation	Purchase new wheelchair van	Annika
Community Inclusion	include review of community inclusion on an individual basis in person-centered plans	Anita, all staff

Program Area: Community Housing		
Barrier	Action Plan	Person Responsible
Architecture	SSI Commons development	Rob, Elizabeth
Environment	Improve common space at Lautman	Bryan, Annika
Attitudes	engage in dialogue with neighbors re: disruptive behaviors in SSICS housing	Rob, Annika
Finances	Add community fridges to housing sites	Simone
Employment	Tenant involvement in basic tasks (odd jobs)	Donna
Communication	Community education regarding the range of community housing needs, and reduce stigma of affordable housing	Rob, Elizabeth
Technology	Streamline rent collection and maintenance requests using technology	Donna, Rob W
Transportation	Work with CRD on Ganges Trail	Rob

Program Area: Food Security		
Barrier	Action Plan	Person Responsible
Architecture	Move Harvest Kitchen to Fulford Hall	Simone, Rob
Environment	Establish welcoming outdoor public area at Fulford hall	Simone and team
Attitudes	Promote positive attitude towards food reclaim	Simone
Finances	Expand coupon program for low income individuals	Simone, Rob
Employment	Strengthen connection between Harvest Food Programs and Successworks	Simone, Deanna
Communication	Plan fundraiser and PR event At Fulford Hall	Simone
Technology	On line food bank ordering	Vanessa
Transportation	Secure all weather vehicle for meal delivery	Rob