

LCDS Accessibility Plan September 2015

REVIEWED BY THE BOARD OF DIRECTORS – September 2015

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Introduction

Accessibility for Ontarians with Disabilities Act became law on July 25, 2007. The purpose of the legislation is to improve opportunities for people with disabilities through identification, removal, and prevention of barriers to participation in life in the province of Ontario.

LCDS, its Board of Directors, Staff, Persons Supported, and Volunteers are committed to identifying and addressing accessibility barriers with and on behalf of people with intellectual disabilities.

The purpose of the **Accessibility Plan** is to highlight LCDS history of improving accessibility and to identify and address current barriers. The report attached includes a plan to address accessibility barriers that prevent or may prevent people from fully participating in their community and the status of the plans to address the barriers. The plan will further enhance access to LCDS programs, services, facilities, and the community.

LCDS provides services to approximately 200 people with intellectual disabilities in the Lambton County area. Many people have accessed services provided by LCDS for many years. The people that participate in the programs/services offered often face barriers to full participation in their community.

Information gathered has been summarized in the attached report. The barriers identified include:

- Physical Barriers
- Environmental Barriers
- Attitudinal Barriers
- Financial Barriers
- Communication Barriers
- Transportation Barriers

The barriers identified include both internal concerns for LCDS and community and provincial issues affecting the people we serve. Each action includes an estimate of cost, responsibility, priority, and due date. Employment barriers for persons supported and for staff have been noted in the financial and attitudinal barrier sections. The costs listed are strictly estimates that include any labour and materials. Due dates are provided to ensure timely completion. Tasks were assigned to those positions deemed best suited to ensure completion but may result in further delegation.

NA= Not Applicable N/C= No or Negligible Cost to LCDS TBD= To be Determined PRIORITY= High, Medium, Low

PHYSICAL BARRIERS (LCDS) – to accessibility in organization owned or operated properties

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Admin elevator and automated door openers installed	Admin	No internal accessible entrance between Admin and CSD	Investigate and research feasibility of a ramp	Low	\$3000	General Manager - Property	TBD	Ongoing
8 wheelchair accessible vehicles purchased and placed at various agency locations	Admin	All washrooms are not totally wheelchair accessible	Research to determine feasibility of enlarging washrooms	Medium	TBD	General Manager - Property	TBD	Ongoing
Replaced heaved concrete at various homes to eliminate trip hazards	Admin	Carpeting bubbling in office areas (lower)	Replace carpets in lower offices	High	\$1000	General Manager - Property	March/16	Ongoing
Installed walk in shower/tub for persons supported with mobility concerns	Admin	Parking lots do not drain effectively and have pot holes or damage located throughout	Refinish parking lot and laneway	Medium	\$32 000	General Manager - Property	March/13	Complete
Replaced flooring in various locations to provide smooth walking surfaces	Admin	No signage on lower washrooms to indicate wheelchair access	Install proper signage to indicate wheelchair access	High	\$200	General Manager - Property	March/13	Complete
Renovated basements to provide more living space for people supported	Admin, All Locations	Taps in washrooms and kitchens are not easily accessible	Install taps with large handles	High	TBD	General Manager - Property	March/16	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Ramps at entrances installed at SIL/Petrolia Drop-in (rear/east) and at Brooktree location (rear/front)	Admin	Door knobs on lower office meeting room are rounded	Change to lever handles	Medium	\$1500	General Manager - Property	March/16	Ongoing
Barrier –free washroom renovated at SIL	Admin	Reception area counter is too high for people in wheelchairs	Renovate to install new counter	Medium	\$3000	General Manager - Property	March/16	Ongoing
Handrails installed at CSD, Aniline, Brooktree and Lovell	All locations	Basement accessed only by stairs	Install exterior ramped entrances or elevators	Low	N/A	Strategic Planning	Ongoing	Ongoing
Ramp with handrails installed at Oil City	John St.	Homes are small	Action plan on # of people per home	Medium	N/C	Strategic Planning	Ongoing	Ongoing
Leased accessible one floor building in Forest (Ann St) for FCC and sold King Street home sold	SIL/Petrolia Drop-in	West entrance is not accessible and lacks handrails for person with mobility concerns	Determine feasibility of ramping west entrance. Install grab bars	Medium	\$3000	SIL Team and General Manager - Property	March/16	Ongoing
Accessible kitchen counter installed at 448 1 st Ave.	SIL/Petrolia Drop-in	Sidewalks to rear access ramp are cracked and uneven. Ramp has uneven lip from laneway	Repair/replace damaged areas	High	\$1500	SIL Team and General Manager - Property	March/13	Complete
Portable change table installed at Ann Street								
Replace carpets in upper hallway admin, 4168 Robert St (drop- in and entrance), Lovell, Brigden, Zone	SIL	Upper offices and washroom and lower offices are not accessible to those with mobility issues	Brainstorm office locations, look for other options	High	N/A	SIL Team	Ongoing	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Purchase new adjustable chairs in Board Room and Conference Room	Brigden, 448, Hill St, Aniline	Doors are not automated	Provide automated doors at main entrance/ exit doors	Medium	\$50 000	Brigden Team, General Manager - Property	March/16	Ongoing
Installation of grab bars in lower admin washrooms	Zone St, Lovell St	No sidewalk in front of the house	Contact the town and advocate to have a sidewalk installed	High	TBD	Zone Team, Lovell Team	Ongoing	Ongoing
CSD Kitchen Renovation included accessible cooktop, dishwasher, sinks and fixtures made possible by Trillium Grant, Community Sponsorship and stake-holder support	Lovell St	Roads are uneven	Contact the municipality and advocate to have the road repaired	High	N/C	Lovell Team, Leadership Team, Board of Directors	Ongoing	Ongoing
Installation of back-up generator system at Maple St made possible by family funds and LCDS Foundation	Petrolia Enterprises	Front entrance is not accessible – doors are not automated, double door entry	Install automated doors	Medium	\$10 000	PE Team, General Manager - Property	March/16	Ongoing
Personal lift replacements at Zone St made possible by LCDS Foundation	Various locations	Some cupboards/coat hooks are too high and not all persons supported can use them	Research and investigate possible options	Medium	TBD	Maple Team, General Manager - Property	March/16	Ongoing
Purchase of bath chair for Oil City made possible by LCDS Foundation	Ann St.	No change table for people supported in washroom	Research options to provided a change table	High	\$3000	FCC Team, General Manager - Property	March/10	Complete

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Automatic doors installed at Maple St	448 1st Ave	Heaved concrete on patio	Repair heaved concrete	High	\$1000	General Manager - Property	March/16	Ongoing
Garage door opener installed 219 Eureka St	Admin	No accessible washroom on main floor of building	Renovate washroom on main floor of building to allow for an accessible washroom	High	\$5000	General Manager – Property	March/17	Ongoing
Raised bath tub installed at Hill St	4189 Petrolia Line	Rear entrance at Gift Shoppe not accessible – automatic door openers required	Install automatic door opener	Medium	\$4000	General Manager - Property	March /17	Ongoing
	Petrolia Enterprises, 4189 Petrolia Line	Allocation of dedicated accessible parking spaces	Allocate dedicated accessible parking spaces	High	\$1500	General Manager - Property	March/16	Ongoing

PHYSICAL BARRIERS (COMMUNITY) – to accessibility in community owned operated properties

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Automated doors installed at Bank of Nova Scotia, TD, Regniers Grocery Store (Petrolia)	TD and Royal Banks (Petrolia)	Access doors have 6'-8' rise	Contact the banks and voice concerns	High	N/C	Support Staff/Board of Directors	March/16	Ongoing
Ramped entrance at Petrolia VPP, Post Office, Regniers, Streets Restaurant and Town Hall	All banks, Tim Horton's, Munchies (Petrolia),	Double door entries are difficult for persons supported in wheelchairs or that require the use of crutches to navigate and access, narrow aisles, etc...	Contact those in question and voice concerns	High	N/C	Support Staff/ Board of Directors	March/16	Ongoing
Corner intersections on Petrolia line graded for ramp access	Many businesses in all Agency locations	Entrances with floor mats are trip/slip hazards	Contact the owner and voice concerns	High	N/C	Each location with concerns	March/16	Ongoing
Pathways Centre provides lift for seating assessments	Various locations	Doors are too heavy for persons supported to open with no automated door openers installed	Contact the owner and voice concerns	High	N/C	Each location with concerns	March/16	Ongoing
Village of Brigden installed sidewalks in front of Brigden Road home	Hill St	Restaurant space is limiting, but they are accommodating	Contact the owner and voice concerns	High	N/C	Hill St Team	March/16	Ongoing
Portable lift provided at Oil heritage District Community Centre in Petrolia	Zone St	No automated door openers at the grocery store, barber shop, pharmacy – no accessible women's hair salon	Contact the owner and voice concerns	High	N/C	Zone St Team, Board of Directors, Leadership Team	March/13	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
	CSD	Sidewalks from CSD to uptown are in poor condition	Contact the town and voice concerns	High	N/C	CSD Team, Board of Directors, Leadership team	March/16	Ongoing
	Various locations	Inadequate lighting in parking areas	Contact the owner and voice concerns	High	N/C	All locations with concerns	March /16	Ongoing
	Various locations	Handicapped parking areas are too small to support the size of vehicle being used or there are not enough handicapped parking areas	Contact the owner and voice concerns	High	N/C	All locations with concerns	March /16	Ongoing
	Lovell St	Variety stores have 2 to 4 steps at entrance	Contact the owner and voice concerns	High	N/C	Lovell Team & People Supported	March/16	Ongoing
	Aniline St	Post Office in Oil Springs is not wheelchair accessible	Contact the owner and voice concerns	High	N/C	Aniline Team, Leadership Team, Board of Directors	March/16	Ongoing
	Maple St	Pathways seating area does not have lift –requires more staff assistance	Brainstorm ideas on what can be done	High	N/C	Maple Team, Board of Directors, Leadership	March/16	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
	Petrolia Locations	Doctors offices are not all accessible	Contact the owner and voice concerns	Medium	N/C	Maple Team, Board of Directors, Leadership	March/16	Ongoing
	Ann St/Ontario St	Doctors office, restaurants, stores do not have ramp access, most have double door entry without automated doors	Contact the owners and voice concerns	High	N/C	FCC Team, Board of Directors, Leadership	March/16	Ongoing
	FCC/Ontario St.	Sidewalks in town are in poor condition	Contact the town and voice concerns	High	N/C	FCC and Ontario St Team, Board of Directors, Leadership	March/16	Ongoing (with some repairs noted)
	CSD	Sidewalks on Centre St are in poor condition and not accessible	Contact Town of Petrolia	High	N/C	CSD Manager and Team	March /16	Ongoing

ENVIRONMENTAL BARRIERS – any location or characteristic of the setting that compromises, hinders, or impedes service delivery and the benefits to be gained

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
<p>Changed to natural gas heating/cooling units in Watford, Alvinston, 463.465 1st Ave, 448 1st Ave, 4168 Robert St, 219 Eureka and Forest to promote more consistent and economical operation</p> <p>Trellis installed at Aniline in between homes to provide for need shade in summer months</p> <p>Gazebos built at Zone (screened), Ontario and 448 1st Ave to provide for sun protection</p>	Admin	Heating/cooling is inconsistent throughout the building	Have heating cooling specialist look at the issue and determine the problem – possibly replacement of current system	Medium	\$40 000	General Manager - Property	<i>TBD</i>	<i>Ongoing</i>
	Petrolia	Limited ground level – single bedroom apartments in the core of the community	Continue to monitor and look for this type of accommodation	High	N/A	SIL Team	<i>Ongoing</i>	<i>Ongoing</i>
	Hill St, Lovell St	Inadequate lighting in laneway	Increase lighting in laneway	Medium	\$2000	General Manager - Property	<i>March/10</i>	Complete
	Hill St	Noise from Fire Department and train tracks close by	Research ways to insulate building from sound	Medium	TBD	Hill St Team, General Manager - Property	<i>March/16</i>	<i>Ongoing</i>
	Hill St, Brooktree	Chemical concerns being located near Chemical Valley	Keep informed and up-to-date on actions of chemical companies in the area	High	TBD	All Teams, General Manager - Property	<i>Ongoing</i>	<i>Ongoing</i>

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
	Lovell	Junk yard unpleasant to look at, noise generated can be excessive	Contact the owner and voice concerns Research ways to insulate building from sound	High	TBD	Lovell St Team, Board of Directors, Leadership Team	<i>March/16</i>	<i>Ongoing</i>
	Oil City	No stores in Oil City to make any purchases	N/A	N/A	N/A	N/A	<i>N/A</i>	
	CSD	Toilet paper dispenser can be difficult to operate	Research and purchase more user friendly dispensers	Medium	\$2500	CSD Team and General Manager - Property	<i>March/16</i>	<i>Ongoing</i>
	CSD	Inadequate natural lighting	Replace existing windows with larger ones	Low	\$10000	CSD Team and General Manager - Property	<i>March/16</i>	<i>Ongoing</i>
	Aniline	Air quality due to being located next to a bean farm	N/A	N/A	N/A	All staff	<i>N/A</i>	
	All locations	Severe weather, smog days, bus cancellations etc can limit activities	Continue to plan for events and emergencies	Low	N/C	All locations	<i>Ongoing</i>	<i>Ongoing</i>
	FCC	Walk light at main intersection is not on long enough	Contact the town and voice concerns	High	N/C	FCC Team	<i>March/16</i>	<i>Ongoing</i>

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
	448 1 st Ave	Lighting is poor in basement	Update lighting	High	\$ 1000	General Manager - Property	March/16	Ongoing

ATTITUDINAL BARRIERS – language & terminology used, persons supported treated with dignity and respect, public relations, media, orientations, impact on employment, social and recreation

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Community Information Sessions Updating of agency website and promotional materials to include updated terminology	All locations	Limited access to community events, recreation programs, service clubs – feeling unwanted at some events/activities	Continue to offer information sessions and to network with families and community organizations. Seek municipal buy in.	High	N/C	All locations (all staff), Admin, Life Planning Resource Workers	Ongoing	Ongoing
Offering Outcomes Training to Board Members, Family, and friend of persons supported	All locations	Lack of knowledge in community about LCDS	Continue with publicity and promotion of agency. Take part in community work fairs, craft shows, and trade shows	High	N/C	All locations (all staff)	Ongoing	Ongoing
Opened Community Resource Centre in the CSD building with 6 computers and virtual reality access	All locations	Lack of knowledge regarding appropriate disability terminology	Continue to provide information to the community and families	High	N/C	All locations (all staff)	Ongoing	Ongoing
Community “Snoezelen” Sensory Room opened Recognize Community partners via corporate appreciation evening	All locations	Persons supported lack meaningful, equal opportunity, and equally compensated employment	Continue to offer information sessions at schools and to potential employers in the area.	High	N/C	All staff, Director of Marketing & Fund Development, Manager of Volunteers	Ongoing	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
<p>Agency involvement in various fundraising/social engagements in the community i.e. Blood Donor Clinics, Petrolia Community Centre, Missions, Corporate Challenge</p> <p>In cooperation with the Lambton-Kent School Board Literacy training is provided to people that meet criteria established by the School Board</p> <p>Provide Social-Sexual Relationship, WHMIS, First Aid, Fire Safety, and Workplace Specific safety training to persons supported</p> <p>Supported Opportunities provides job coaching and job readiness training</p> <p>Some Community organizations are welcoming i.e. Friendship, Legion</p>	All locations	Lack of integrated opportunities to live, work, and play. Many areas of the community are still not accepting of persons supported or services offered in their community	Offer support back to the community whenever possible – promote partnerships with the community. Continue to educate the community about LCDS and persons supported	High	N/C	All staff and locations	Ongoing	Ongoing
	SIL	Persons supported are antagonized and teased by youngsters in the community	Continue to offer information sessions at schools in the area. Staff to professionally intervene when necessary	High	N/C	SIL staff, publicity and promotions	Ongoing	Ongoing
	All locations	Citizens of the community are fearful and unfamiliar with the abilities of persons supported to live, work, or learn on their own along with concerns with levels of support	Continue to share information and educate the community	High	N/C	All teams, Publicity and Promotions	Ongoing	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
<p>Represented on the Transitional Committee to work towards providing schools, parents, and citizens of the community education on the scope of services available in the County (in partnership with public school system and local service providers)</p> <p>Power of one Campaign launched to increase knowledge in the Community regarding LCDS</p> <p>LCDS developed it's own Tutoring Program</p>	Admin	Access to Literacy Classes is limited and not offered locally	Lobby Ministry of Training, Colleges, and Universities, School Boards for criteria to be re-evaluated	High	N/C	Manager of Learning & Development, Persons Supported, Support teams, Leadership Team, Board of Directors	Ongoing	Ongoing
	All locations	Citizens of community and business talk to staff instead of persons supported	Continue to share information and educate the community – advocate and speak to problems as they arise	High	N/C	All staff, persons supported	Ongoing	Ongoing
	All locations	Discrepancies between families wishes and offering choices persons supported	Continue to share information and educate the family – advocate and speak to problems as they arise	High	N/C	All staff, persons supported	Ongoing	Ongoing
	All Staff	Differing attitudes of some people in community regarding inclusion in the community, roles, education/training, participation, employment, and residing in the community	Continue to share information, promote inclusion, and personal choice for persons supported	High	N/C	All staff	Ongoing	Ongoing

FINANCIAL BARRIERS - minimum wage standard, benefits for persons supported, funding for services, government assistance, fundraising

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Increased financial compensation at Petrolia Enterprises and Kitchen Creations	All locations	Persons supported allowable maximum cash savings (as per Ministry guidelines) too low. Does not allow for persons supported to pursue careers/jobs at equitable rates of pay	Lobby for an increase in maximum savings allowable	High	N/C	Leadership Team, Persons Supported	Ongoing	Ongoing
Supported Opportunities actively pursues viable work options for persons supported	All locations	ODSP limit is low	Lobby for an increase in ODSP limit	High	N/C	Strategic Leadership Team, Board Of Directors, all staff, Persons Supported	Ongoing	Ongoing
Established location specific wish lists and priority lists in order to be prepared for funding announcements	All locations	Limited financial resources and employment opportunities leading to limited choices	Lobby for an increase in base funding	High	N/C	Strategic Leadership Team, Board Of Directors, all staff	Ongoing	Ongoing
CSD & FCC offer for families on waiting lists (pay per day, attend with SSAH worker)	All locations	High staff turnover, difficult to attract and retain staff	Lobby for an increase in base funding	High	N/C	All staff, Board of Directors	Ongoing	Ongoing
LCDS Foundation established to proactively think ahead and set money aside for future endeavors	SIL	Finding affordable apartments with affordable utilities	Continue to search and research options and alternatives	High	N/C	SIL Team	Ongoing	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Fundraising Committee in place to develop, promote, and organize fundraising events	Admin/ Property/ Nainstay	Funding shortfalls to support building and safety needs	Continue to lobby and advocate for funds	High	N/C	Strategic Leadership, General Manager - Property	Ongoing	Ongoing
DSW Apprentice – grant received and funds directed directly to training	Fundraising	Strict ministry fundraising guidelines impede the amount of funds that can be raised and LCDS must compete with the many other agencies vying for fundraising dollars	Continue to research different and innovative ways to fundraise	High	N/C	Manager of Fund Development, All Staff	Ongoing	Ongoing
Partnership with Habitat for Humanity for two home builds in Petrolia	All locations	Lack of funding for staff training hours due to increase in training requirements (MCSS, H&S, etc...)	Lobby for increase to base budget, review training process to efficiently utilize training time more effectively	High	N/C	Manager - Learning & Development, All staff, Leadership Team, Board of Directors	Ongoing	Ongoing
Successful Trillium applications for Olde Post Office, Petrolia Enterprises and CSD kitchen projects	Weekend Rec. Program and Home Share SIL	Funding shortfalls to support community families with respite and crisis supports	Lobby for increase to base budget, review training process to decrease the amount of time required to receive support	High	N/C	All staff, Board of Directors, Families	Ongoing	Ongoing
Successful Enabling Accessibility Grant at FCC allowed for kitchen renovations	Innovative Supports	Funding shortfalls for individualized supports	Lobby funders for increases base budget for Innovative Supports	High	N/C	All staff, Board of Directors	Ongoing	Ongoing
Obtained a donation from Alhambra towards the purchase of a wheelchair accessible bus								

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
<p>LCDS currently has and internal ODSP resource specialist</p> <p>Developed and currently utilize on-line training forum to reduce costs, time & travel</p> <p>Central-Lambton Family Health Team Chiroprapist and Foot Specialist offers free foot care including house calls</p>	All locations	Lack of local specialized resources available and knowledge on the access process for resources for persons supported	Research and share information on new practitioners	High	N/C	All staff	Ongoing	Ongoing
	All locations	Diverse group of persons supported with diverse medical needs/concerns	Be proactive and creative in approach	High	N/C	All staff	Ongoing	Ongoing
	All Locations	Limited knowledge of ODSP guidelines & time restraints for internal reviews	Continue to advocate, research and promote use of internal ODSP resources	High		All staff, team Leader Lovell St., Leadership Team	Ongoing	Ongoing
	All Locations	Lack of funding for the purchase of current assistive devices (communication, mobility, etc...)	Lobby for increase in base funding, access grant opportunities	High	N/C	All Staff, Leadership Team, Board of Directors	Ongoing	Ongoing
	All Locations	Lack of funding to allow for replacement of outdated technology (computers, tablets, software, etc...)	Lobby for increase in base funding, access grant opportunities	High	N/C	All Staff, Leadership Team, Board of Directors	Ongoing	Ongoing

COMMUNICATION BARRIERS- plain language information, alternate forms of communication, public promotion of access for persons supported, technology assistance

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Community Resource Centre installed touch screens, push button sensors, volume controls, reader tutorials, and virtual reality area	All locations	Ensuring all persons supported and staff at each location have access to receiving all information from other locations	Ensure all persons supported and staff are trained on the computers and on the communication system of each location	High	N/C	All staff	Ongoing	Ongoing
Updated PCS symbols and communication devices	All locations	Staff do not have individual e-mail accounts to ensure direct communication and/or confidentiality	Investigate and research possibilities of individual e-mail accounts for staff and persons supported	High	TBD	Technology Department, staff	March/15	Completed
In-house IT position	All locations	Agency materials are not offered in alternative forms of communication i.e. Braille, large print, picture symbols, auditory	Research and develop methods to offer agency information in alternative forms of communication	Medium	TBD	Technology Department	March/15	Completed
Installed computers including internet access to all locations								
Agency has website and intranet available for staff - communication and policy/forms information, discussion forums: Recreation and Volunteer, Human Resources, Snoezelen, Health and Wellness, Quality Assurance, Learning and Development, Resource,								

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Computer, EARS Committee Agency offers Group Orientation Training for New Hires IPad and tablet purchases for some locations Implementation of on-line training (Our Training Room) All staff have now have separate email accounts Agency materials are provided in alternative formats by request Communication Support Team established to act as a resource to improve all forms of communication and provide personalized communication tools	Numerous Community Businesses All locations LCDS Administration	Catalogues, menus or items available are not easily understood or viewed by persons supported Persons supported may communicate in ways that are not understood by others Lack of accessibility on current LCDS website (offering alternatives for visual and hearing impaired persons wishing to access web site)	Continue to educate staff and businesses on the AODA standards on the use of alternative forms of communications Continue to share information and educate others – support staff to advocate and act as communication partner Research alternative platforms for web access	Medium High High	N/C N/C TBD	All staff, Communication Support Team, Leadership Team, Board of Directors All staff, Leadership, Board of Directors Strategic Leadership, IT Department	Ongoing March/16 March/16	Ongoing Ongoing Ongoing

TRANSPORTATION BARRIERS – are not conducive or limit reliable, affordable transportation to complete and participate in daily activities

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
<p>Purchased a variety of vehicles to suit the needs of persons supported at each location – pick up truck, mini-vans, conversion vans, full-size vans, and mini-buses (with or without automated lifts – as required)</p> <p>Bi-yearly Vehicle Training sessions for staff</p> <p>Location specific training provided for each vehicle on a yearly or as needed basis</p> <p>Agency has been able to provide a fleet of 18 vehicles under very tight budget constraints</p> <p>Lambton Elderly Outreach & Hull Bus Lines are available for people supported with mobility problems or concerns</p>	John St, Maple, SIL, Brigden	Not enough agency vehicles to support # of people	Research options on how to provide more transportation	Medium	TBD	Team & Vehicle Committee	Ongoing	Ongoing
	All locations	Distance required traveling for appointments, outings, work, etc...	Coordinate, car pool, and search for activities or providers close to the location	High	N/A	All locations	Ongoing	Ongoing
	All locations	Rising costs to operate the vehicles – insurance, fuel, maintenance, staff reimbursements, repairs	Continue to research affordable options, car pool, train staff on importance of maintenance of vehicles, Lobby for funds	High	N/C	All locations, Vehicle Committee and Leadership Team	Ongoing	Ongoing
	All locations	ODSP reimbursement is not sufficient to cover actual costs to persons supported and persons supported can not afford travel fees, taxis, etc...	Continue to lobby ODSP for increase in travel reimbursement rates	High	N/C	Leadership Team, all staff	Ongoing	Ongoing
	All locations	Geographical area required to be covered is large	Coordinate visits to required areas	High	N/C	All locations	Ongoing	Ongoing

Examples of Past Improvements	Location	Current Barrier	Action	Priority	Cost	By Whom	Due Date	Status
Vehicle Replacements made as funds allow	All locations	No public transportation available. Taxis are too expensive	Continue to lobby for funds and look at alternate forms of transportation	High	N/C	All locations	Ongoing	Ongoing
	All Locations	Not enough staff to support different outings for the same location at the same time	Coordinate outings with other locations, lobby for funding increases	High	N/C	All locations	Ongoing	Ongoing
	All locations	Sharing of vehicles often requires persons supported to travel with others they do not want to travel with	Coordinate outings with other locations, lobby for funding	High	N/C	All locations	Ongoing	Ongoing
	Locations with W/C tie downs	Limited space available for persons supported requiring the use of a wheelchair	Coordinate outings, borrow vehicles from other locations	High	N/C	Ongoing	March/07	Ongoing
	Persons Supported	Limited alternatives for transportation to and from day locations	Attempt to offer alternatives, coordinate with other locations and other providers	High	N/C	Ongoing	March/07	Ongoing
	Persons Supported	Some find it difficult to access agency vehicles and support workers vehicles	Continue to advocate for purchase person specific vehicles	High	N/C	Ongoing	March/07	Ongoing



FEEDBACK PROCESS:

All feedback on the accessibility of LCDS services is welcome and should be directed to:

Office of the Executive Director
339 Centre St., Petrolia, ON N0N 1R0
519-882-0933

****All feedback will be used to improve customer service****